

## Operating Model Design

### Benefits:

- A scalable and flexible model to accommodate future growth and change
- Consolidated processing activities with accountability, service standards and measures
- Improved productivity and profitability through focused cost management
- Consistent and accurate management information and reporting structure
- Outlined level of business performance and financial metrics to be measured and monitored
- Consistent, brand experience for customers
- A platform enabling cohesive and prioritized organization-wide change

In today's competitive and rapidly changing market place, businesses constantly thrive to improve their responsiveness and flexibility in servicing their customers. While achieving their client service and speed-to-market, businesses usually look for a more robust and scalable operational platform and an organizational model enabling their future organic and inorganic growth.

As PwC Performance Improvement Consulting, we help organizations master a business architecture to best deliver their business strategies and objectives.

### Designing a Target Operating Model

An operating model provides a high level view of how processes, people and systems interact to support the business. A Target Operating Model describes how those processes, people and systems could be arranged to achieve optimum efficiency for the future business and identifies where to prioritize change activity to achieve the greatest benefits

We offer a pragmatic approach spanning from establishing a framework for change to operating model design and implementation, addressing process, technology, organization, people and facilities aspects of an organization:

- assessing a range of limitations of the business's current operating model and associated potential for improvement
- setting principles to define the future operating model, aligned to client requirements and business strategies
- Defining the target operating model and implications for each business area, including processes, systems and platforms, organization, functions, people and locations
- Developing a roadmap for delivering the defined model and related costs, resources, system requirements, risks and timeline
- Providing on-site support throughout delivery and implementation

### When to look for our services?

- to improve client service and responsiveness to market
- to achieve consistent and integrated internal processing and systems
- to simplify corporate structure and move to a servicing culture
- to enable faster growth and expansion through a defined and flexible structure at optimum cost

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### PwC Contacts:

Contact our experts for more information on this subject.

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### PwC Methodology:

We have designed an Operating Model framework to better help our clients assess their current operating structures and establish strategy-driven and customer-focused organizations. Using this framework, we aim to empower our clients to meet growth challenges that have direct impacts on their business processes and operational architectures.

### Operating Model Framework



- Strategy review and validation
- Market and service offering reviews
- Business model process mapping
- Business process analysis and design
- Organizational review and design
- IT infrastructure review
- HR review and design
- Change/program management

### Components of an Operating Model

