



Samia Mazhar

samiam@bpagroup.com.au

Business Consultant

Jerome Caillot

jeromec@bpagroup.com.au

Principal Consultant

**The BPA Group
32 Edward Street
Brisbane QLD 4000**

**THU, 03/04/2008, 10.00-11.00am
QUT, 126 Margaret Street, Level 4, Meeting Room 408-409**

ABSTRACT

Maroochy Shire Council (MSC) has been involved in process improvement initiatives as a result of the council amalgamation. The BPA Group (BPA) assisted them by implementing a workflow and document management (including ADR - Automatic document Recognition) solution to re-design the invoicing process as part of the Finance rollout. In order to measure the benefits gained from the implementation and to ensure further development of the solution, Samia and Jerome realized a cost benefit analysis using process simulation. For their talk, they will discuss how the simulation turned out to be not only useful for cost-benefit analysis but also a valuable change management tool.

SPEAKER

Samia performs business process consulting and process modeling at BPA. She has deep interest in BPM, and has done work for Bank of Queensland, Ergon Energy, Ipswich City Council, the ADF Group, and Maroochy Shire Council, and has used tools such as Casewise and ARIS. She did her Master of IT from QUT, specializing in BPM. Previously she worked for Siemens Pakistan as an SAP functional consultant (Human Resources module) in major oil companies such as National Refinery Ltd.

Jerome leads the business consulting team at BPA, his Australian business process management and enterprise architecture experience include Telstra, Bank of Queensland, VicRoads, Gold coast Water, Maroochy Shire Council, Ergon Energy to name a few. He also has strong experience with some of the major applications used to support Process Management and Enterprise Architecture initiatives such as Casewise, MEGA and ARIS.

In Europe Jerome led business consulting projects to major financial institutions such as BNP Paribas, Caisse d'Epargne, Natixis and to major governmental organisations (French Post and Ministry of Employment).