Business Process Reengineering (BPR) has been defined as ‘the fundamental re-thinking and radical re-design of business processes to achieve dramatic improvements in critical, contemporary measures of performance such as cost, quality, service and speed’.

In the past few years many leading banks have gained dramatic benefit from the use of BPR engagements. Increasingly, the success of IT platforms (CBS, Interfaces and Satellite Modules) is being evaluated from the standpoint of their ability to be used as a part of organizational change. Also role of IT is shifting from being a solutions provider to that of helping the CEO to shape overall business strategy. Ultimately the goal of IT is to implement bank’s business strategy.
BPR Places the Customer at the Center by Breaking Down Organizational Barriers

Bank, being a Service organization can put their professed commitment to customer satisfaction into action by placing the customer at the center of the reengineering process. Employees of the bank are often unable to satisfy the customer because they have to follow strictly defined rules and they lack the authority to make exceptions or the resources to complete a transaction. BPR helps in breaking own such organizational barrier.

Three basic principles that provides the foundation for the bank seeking to reengineer are:

- Make the customer the starting point for change - by identifying customer requirement and creating the infrastructure to support these expectations
- Design work processes in light of organizational goals
- Restructure to support front-line performance

Benefits to our Banking Client

By BPR Engagement, JMR Infotech’s BPR team helps you:
- Reduce operational inefficiencies
- Cost saving and revenue generation
- Higher branch business and customer acquisition
- Improvement in overall branch profitability
- Enhancing the customer experience at branches
- Increasing the productivity of Bank employees
- Self service counters and automation of branch service delivery through technology
- Improve Branch processes
- Design To-Be process flows for the processes

JMR Infotech’s Differentiators

With deep sector knowledge in Banking and Flexcube, JMR Infotech competencies are tailor-made to offer BPR consulting services to our esteemed Banking clients. ‘Standardize, Simplify, Automate and Eliminate’ is the cornerstone of our BPR Engagements to the Banking Client. This service brings to you highly competent, committed and experienced technical and functional resources at highly competitive cost. Our BPR Consulting Practice addresses entire C-Suite because it can help Banks transform and future-proof bank’s business.