



Company reference book

Company	Realisation - approach	Result
Wertpapierhandelsbank – German broker	<ul style="list-style-type: none">• Identification and definition of all core, support and management processes• Documentation of all processes• In depth descriptions of processes, policies and procedures• Documentation of new system- and interface environment (“IT-Map”)• Re-Design of improved core, support and management processes to improve efficiency• Definition of emergency processes (disaster recovery)	<ul style="list-style-type: none">• Manual for all policies & procedures as well as core, support and management processes and IT-Map• Responsibility matrix• Emergency processes
Initial situation		
Due to company growth the core, support and management processes have not been consistently documented. In addition to that, potential process improvements have been identified.		
Task		
<ul style="list-style-type: none">• Definition and documentation of all core, support and management processes of the company• Re-Design of existing processes to improve efficiency		