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# Business Audits

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# What is an Mphasis Business Audit ?



A review of selected business area(s) from a business perspective



An audit across different levels in the business from strategic through to management and operational layers and perspectives



A process to capture 'pain points' across the business and see how that pain could be mitigated



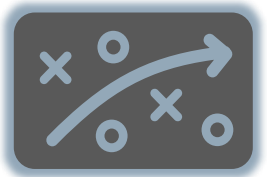
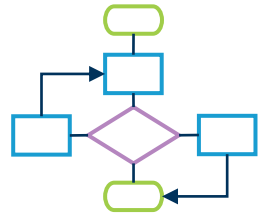
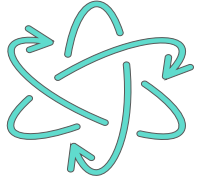
An opportunity to assess current business needs against newer and evolving applications

A way of identifying the gaps between current business processes, software usage and your ability to use the available & evolving features

Not limited to a specific piece of software as its process area driven

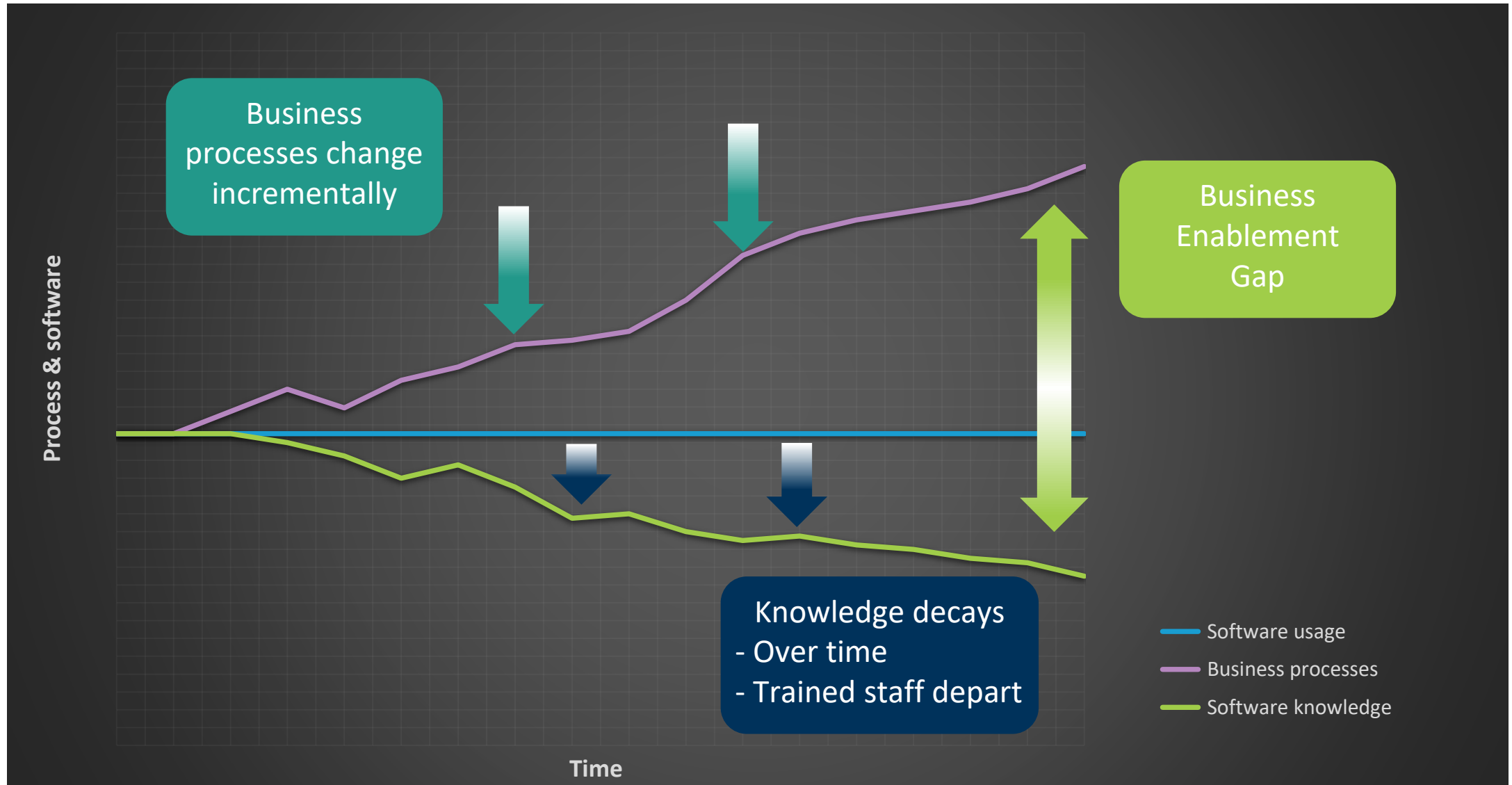
An opportunity to check the skills of current employees and their use of current applications

A way of calculating the cost benefits that align with identified pain points



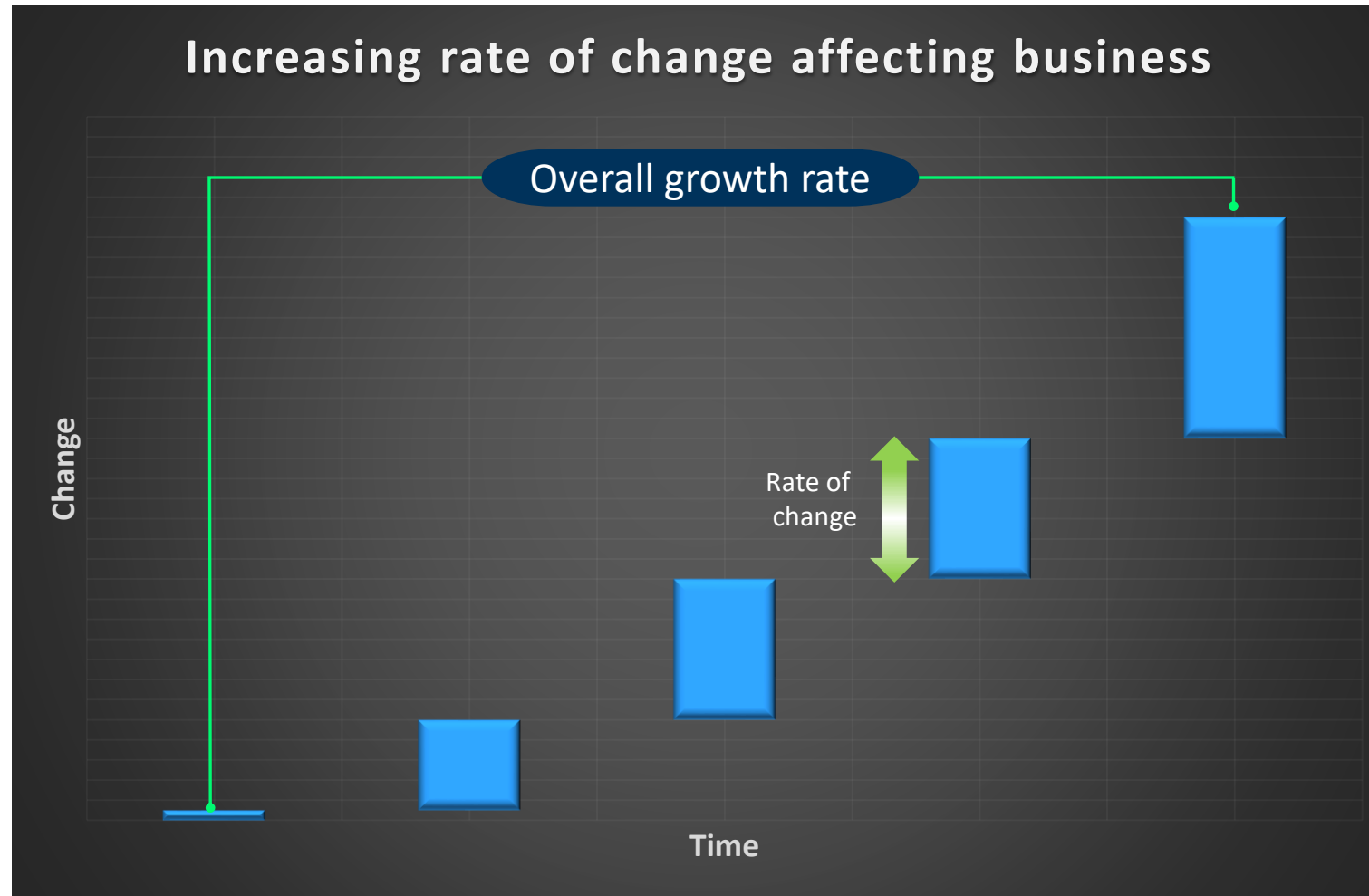
# Why have an audit ?

## Software usage drift and Business Enablement Gap



# Why have an audit ?

## Businesses and change



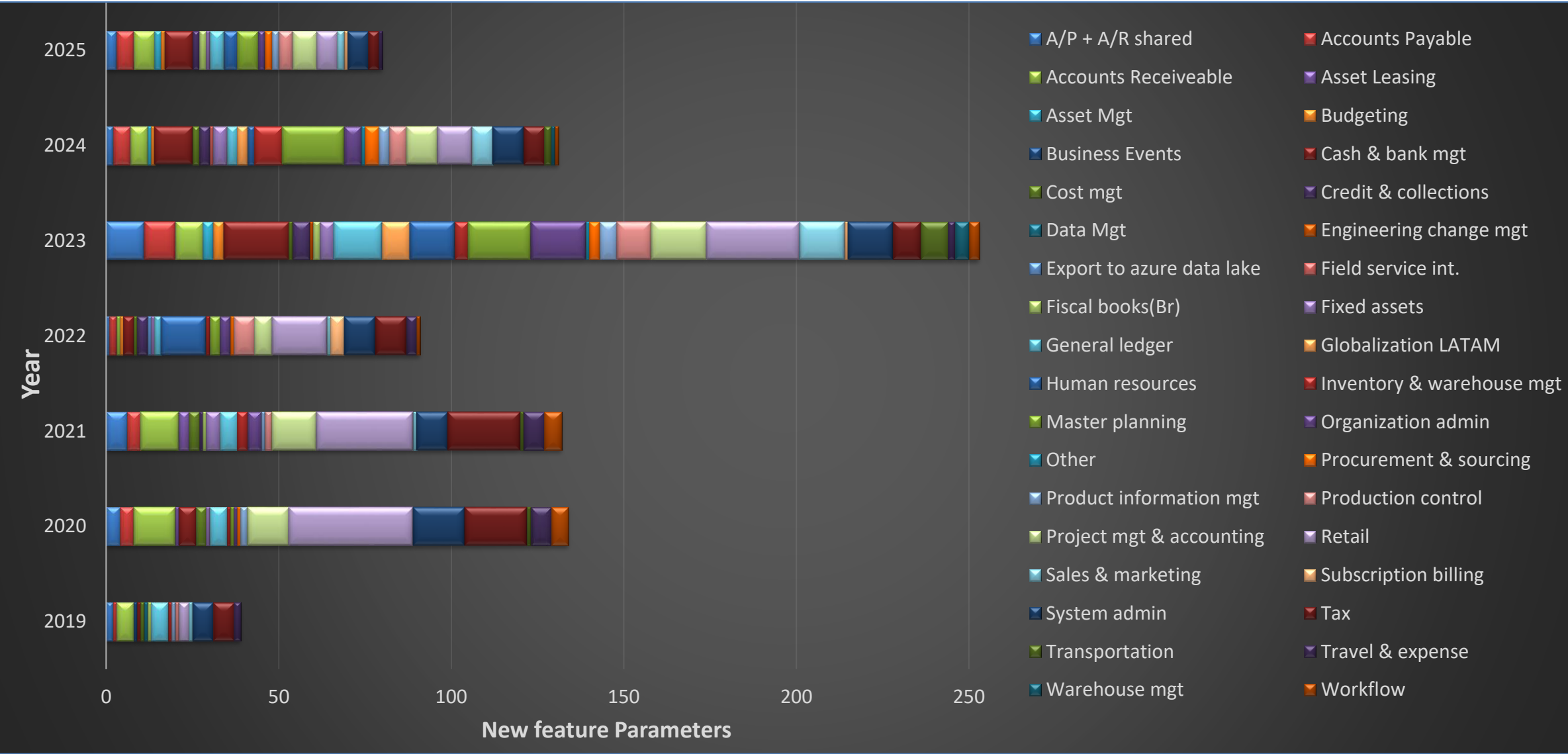
## Trends in disrupting business change

Rank	Historic trend	Current trend
1	Talent	Technology
2	Economic	Talent
3	Geopolitics	Climate
4	Consumer & Social	Economic
5	Climate	Geopolitics
6	Technology	Consumer & Social



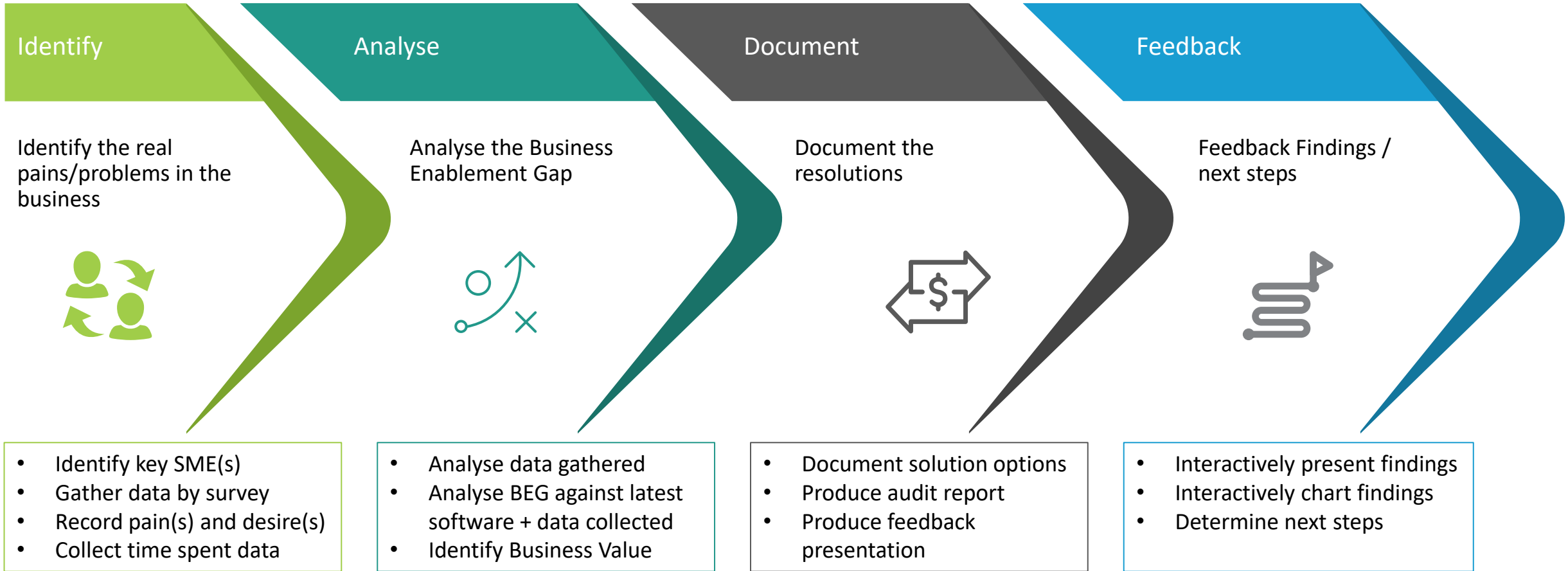
# Why have an audit ?

Pace of software change – software evolution – D365 Finance and Supply Chain Management



# How is an audit performed ?

## Identify the pain in selected area(s)



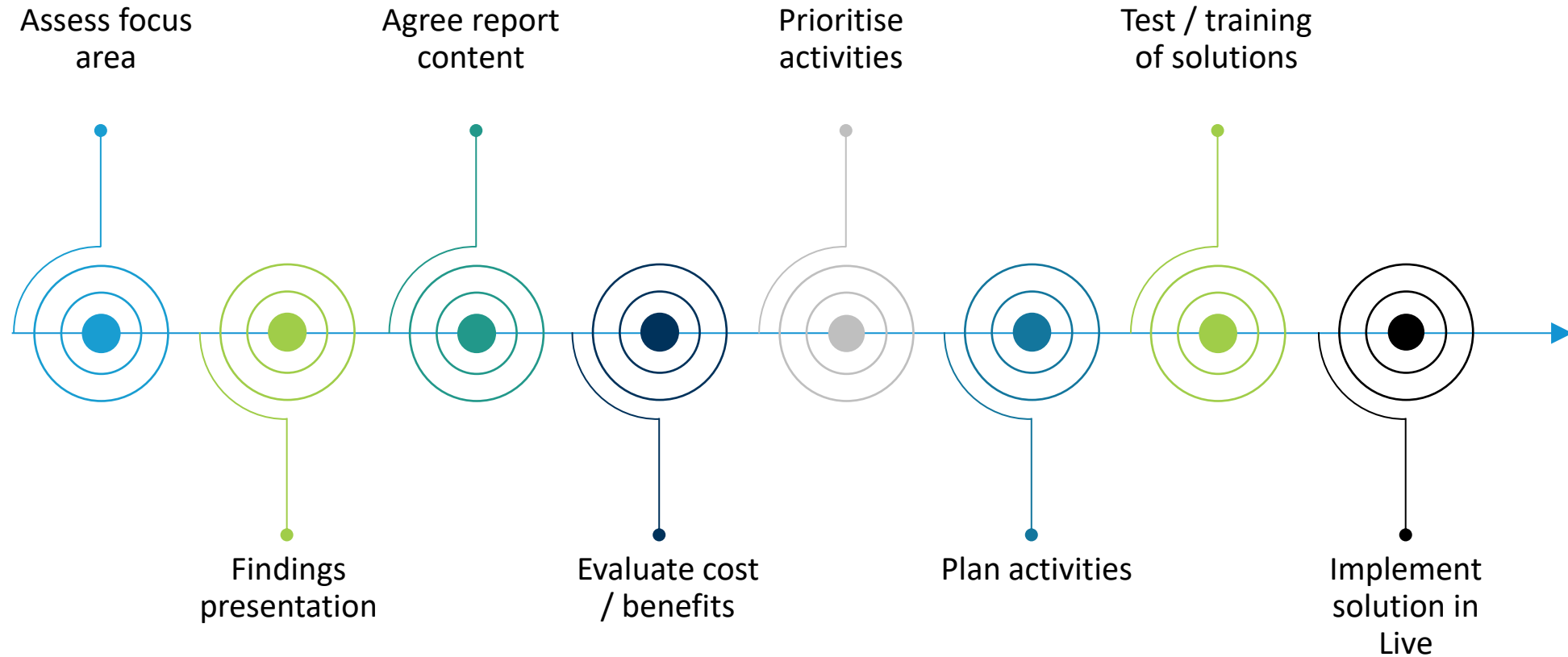
Identify...	Context
Inefficient or unnecessary business processes or steps	<ul style="list-style-type: none"><li>• Efficiency</li><li>• Knowledge gap</li></ul>
Inefficient software use	<ul style="list-style-type: none"><li>• Efficiency</li><li>• Knowledge gap</li></ul>
Use of inappropriate software/technology	<ul style="list-style-type: none"><li>• Business risk</li><li>• Knowledge gap</li></ul>
Use of unsupported or unlicensed software	<ul style="list-style-type: none"><li>• Business risk</li></ul>
Business process problems	<ul style="list-style-type: none"><li>• Business pain</li><li>• Process pain</li></ul>
Shortcomings in software [solution] design	<ul style="list-style-type: none"><li>• Efficiency</li><li>• Application capability</li></ul>
Pain associated with use of business application software	<ul style="list-style-type: none"><li>• Application capability</li><li>• Knowledge gap</li></ul>
Out of cadence software releases in use	<ul style="list-style-type: none"><li>• Application capability</li><li>• Business risk</li></ul>





# Audit feedback process

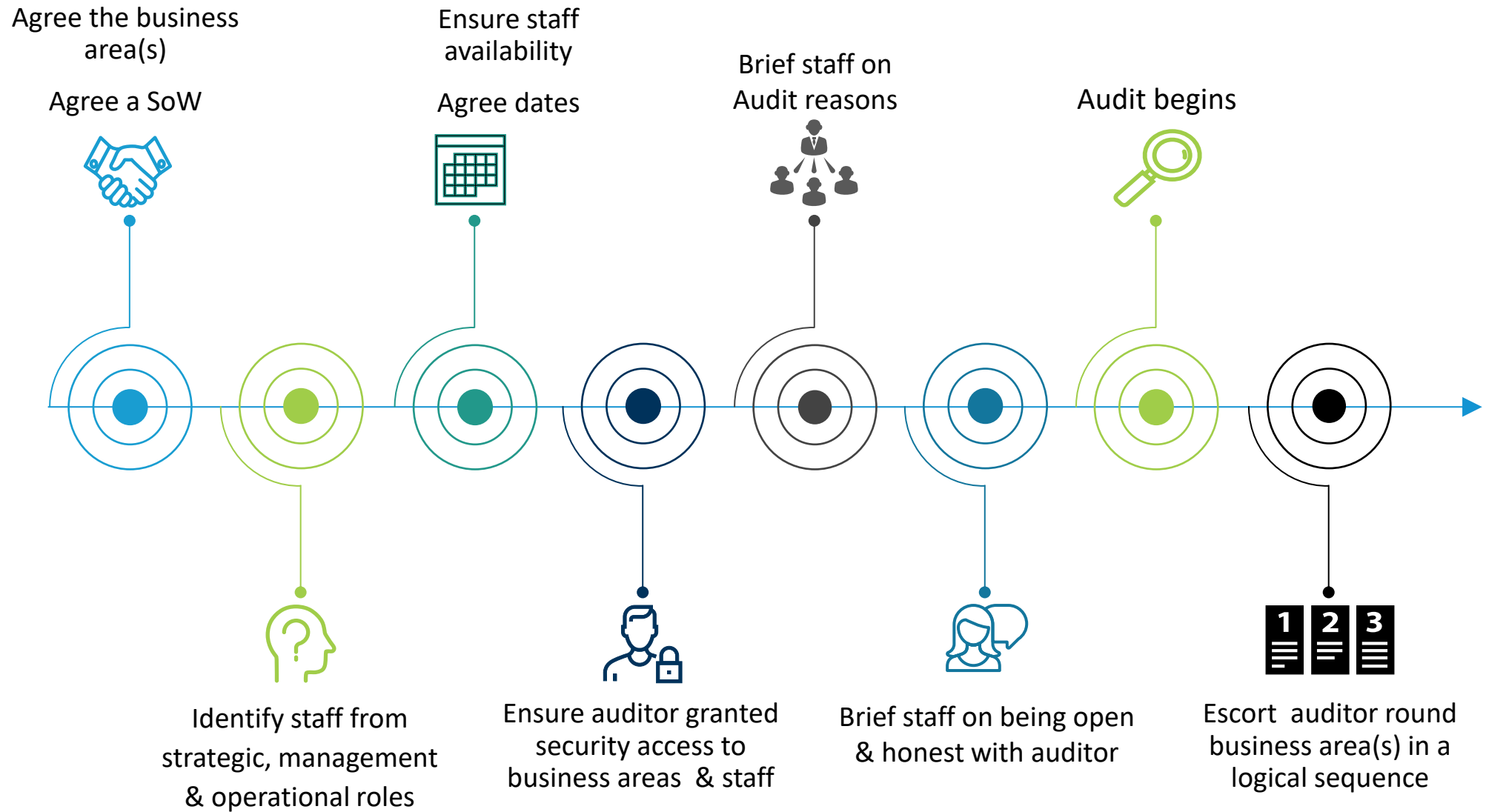
## 8 stage feedback process





# What do we need to do ?

## Planning and preparation



Q Where is the audit performed, on site or can it be done remotely ?

A *It is preferable for the survey and findings presentation to be in person, on site to suit the interactive nature of those activities.*

Q What areas can be audited ?

A *Pretty much any area. If you want a technical IT audit, or an IT strategy audit or business area audit, no problem. The key thing to remember is that this is an audit of the business, its processes and its use of technology and software in selected areas.*

Q What is the optimum number of business areas per audit ?

A *Typically, we prefer one area per audit, but we often need to look at an audit from a cross functional basis, with modern complex businesses.*

Q What is included in the cost ?

A *Please see the How much does it cost slide.*

Q How long does it take ?

A *Typically, the turnaround time is a few weeks, to allow for diary alignments, visits, write up time etc.*



# Thank You!

**For more information, please contact:**

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## About Mphasis

Mphasis' purpose is to be the *"Driver in the Driverless Car"* for Global Enterprises by applying next-generation design, architecture, and engineering services, to deliver scalable and sustainable software and technology solutions. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ( $C = X2C^2 = 1$ ) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization, combined with an integrated sustainability and purpose-led approach across its operations and solutions are key to building strong relationships with marquee clients. [Click here](#) to know more. (BSE: 526299; NSE: MPHASIS).

