

CATHEXIS

ENTERPRISE OPTIMIZATION & PERFORMANCE SOLUTIONS

Elevate your organization's operational success by optimizing outcomes and deliverable quality while enhancing corporate culture.

PARTNERING FOR EXCELLENCE

COMMON CHALLENGES

HOW CATHEXIS HELPS

Organizations are increasingly pressed to do more with less time, funding, and resources



CATHEXIS takes **comprehensive** measures to define, prioritize, and roadmap the proper and tangible path to do more with less

The path from strategy to operations is fractured, with no clear roadmap



CATHEXIS utilizes **business architecture** to create an entirely new level of business transparency by modeling and mapping organizational strategy to operational roadmaps

Operational processes increasingly become more complex and impede customer satisfaction



CATHEXIS uses **Lean and Six Sigma** best practices to define, improve, and deploy process improvements that reinvigorate customer interaction

Misdirecting resources and skillsets that fall short of implementing meaningful strategies



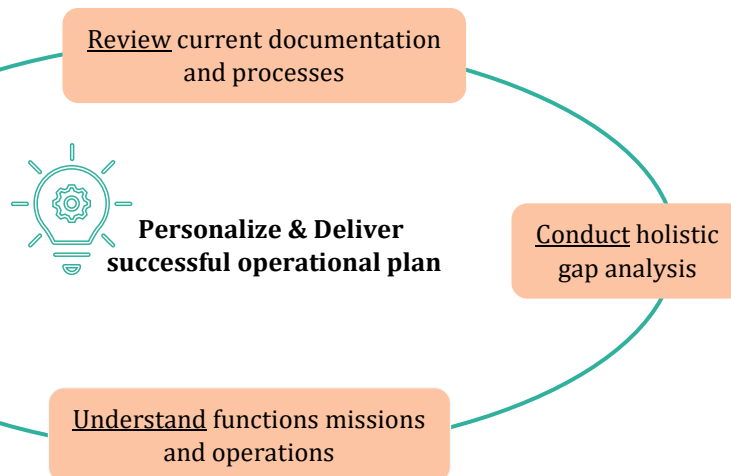
CATHEXIS builds **change management** initiatives starting with staff-driven, culturally relevant, and forming practices

CATHEXIS CASE STUDY

CLIENT CHALLENGE

Execute a full program review to identify gaps in customer experience and operational process improvements.

1. Identify areas of opportunity in internet, telephone, and e-mail communication mechanisms of six different customer sets
2. Develop guides and processes such as standard operating procedures (SOPs) and internal program guides, to train and support internal staff



CATHEXIS DELIVERED

CATHEXIS worked with the client management team to capture the true scope of the opportunity and presented data-driven analysis to improve the customer engagement model while providing vital training documentation and procedures to ensure staff maintain high fidelity customer operations.

LET US HELP YOU

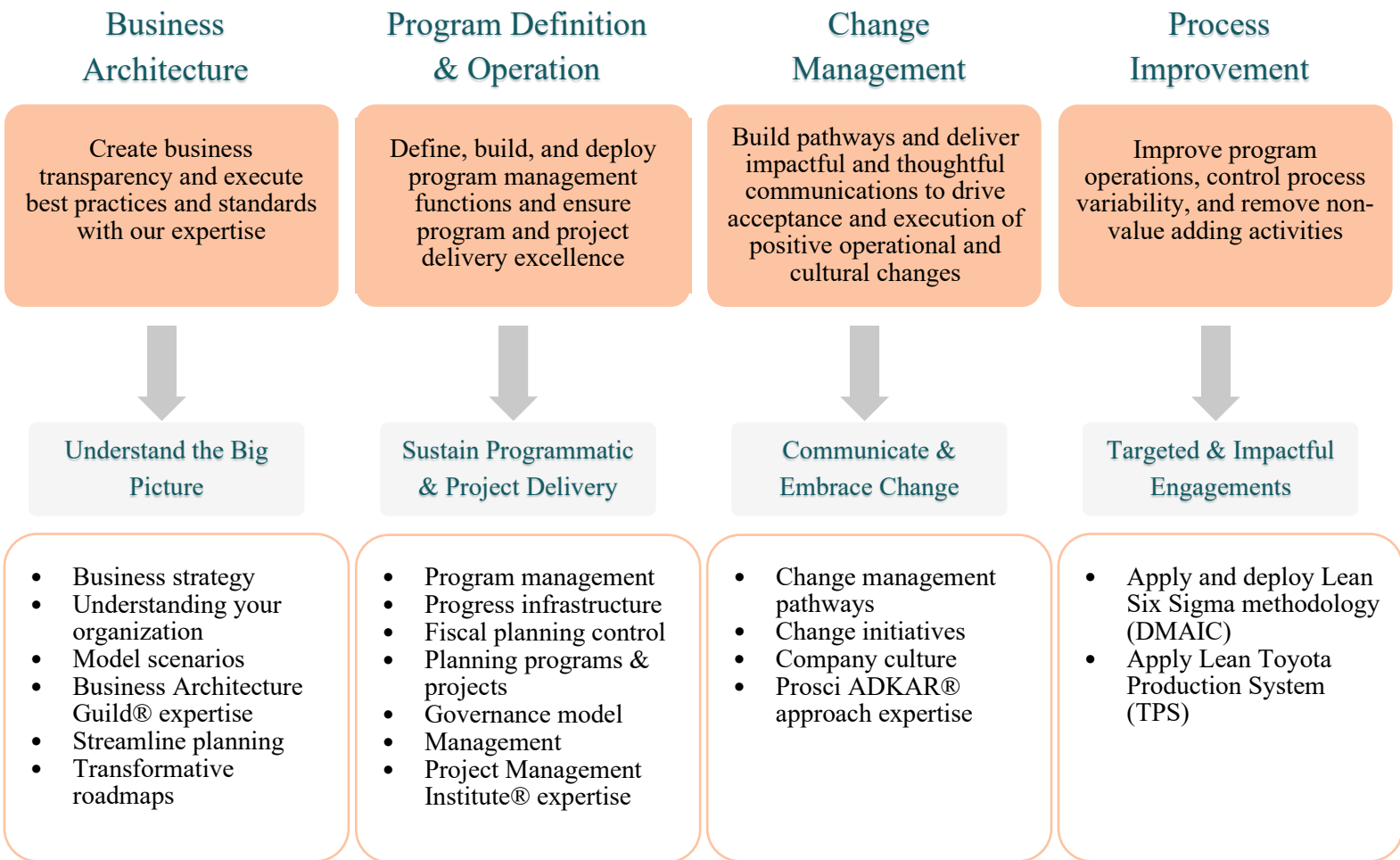
We deliver the personal service and adaptability that you need. As experts in Business Enterprise Solutions, we deliver innovative solutions that will drive your organization forward. Contact us to find out how we can help!



ENTERPRISE OPTIMIZATION & PERFORMANCE SOLUTIONS SERVICE OFFERINGS

Business Architecture | Program & Project Delivery | Change Management | Process Improvement

CATHEXIS understands the ongoing challenges organizations face to do more with less time in the everchanging professional environment. Our Team is equipped to provide our clients progressive solutions that are tailored to their organizational needs. Through our Business Enterprise solutions, we immerse ourselves to understand our client, then build clear pathways fostering a positive change in culture and leading to operational excellence. Our services reduce program variability, provide operational improvements, drive the ability to produce higher quality deliverables, and improve organizational efficiency.



HELPING CLIENTS TRANSFORM

Client: Department of Veterans Affairs (VA) Outreach, Transition and Economic Development (OTED)
Services: Strategic planning, process analysis and engineering, development of policies and procedures and change management of process deployments
Audience: OTED leadership and staff
Scale: 160 staff members serving over 250,000 transitioning Service members annually

Client: Department of Veterans Affairs (VA) Supply Chain Management School (SCMS) within the Veterans Affairs Acquisition Academy (VAAA)
Services: Strategic and management support for efforts regarding program management, logistics and oversight of course delivery, and curriculum maintenance
Audience: SCMS leadership and staff; Supply Chain Management professionals within the VA workforce
Scale: Ten Federal SCMS Staff members serving more than 6,000 VA logistical employees