



e-Guide

# Enlighten Software 3.3.0

Achieve operational excellence and better business results  
with our single source of truth.





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# The evolving journey of operational excellence

The business landscape has changed dramatically over recent years, and with ongoing and accelerating digital transformation, we can only expect evolution and growth to continue at a rapid pace. Organisations cannot afford to rest on their laurels. Instead, to stay relevant and competitive in a fast-changing environment, every business must engage in continuous improvement to ensure they keep streamlining, enhancing and improving their processes and systems, to boost employee engagement, efficiency and productivity, and achieve better outcomes.

## The continuous improvement journey

While full-time remote work is no longer as common as during the height of the pandemic, it is still five times higher than pre-pandemic levels, with the modern workforce showing no signs of returning to traditional 'standard' working arrangements. As digital transformation continues to accelerate across most industries and sectors, the adoption of a combination of technologies will be even more widespread in the search for operational excellence.

But operational excellence is not about the destination – it is the ongoing journey of continuous improvement that allows companies to reach new heights of process efficiency. However, with rapid digitalisation in recent years, part of the challenge of diversifying into multiple technologies is ensuring that data is consolidated, stored, utilised and understood from a single source of truth.

## The single source of truth

The single source of truth is becoming more important than ever as data grows exponentially and becomes more fragmented. Without things like data lakes to enable optimised and easily accessible information from a unified source, the operational excellence journey will be much harder to embark on, especially when companies are increasingly looking to lean management and frameworks to optimise both their people and their processes.

Thanks to Enlighten Software, many businesses already have access to extensive data which provide valuable insights on current and potential performance and opportunities. However, detailed information regarding processes and improvement initiatives has not been easily accessible, if at all. That's why the latest update to our Enlighten Software will enable

businesses to not just access data seamlessly, but also unlock more utility and convenience.

We understand our users' concerns and strive to continuously update our solutions to meet their changing needs. That's why we're excited about the new opportunities that Enlighten v3.3.0 presents. Users are now able to use a single source of truth for processes and improvement initiatives which are linked directly to quantifiable data of activities performed.



*“Operational excellence is not about the destination – it is the ongoing journey of continuous improvement that allows companies to reach new heights of process efficiency and optimisation. However, part of the challenge of diversifying into multiple technologies is ensuring that data is consolidated, stored, utilised and understood from a single source of truth.”*



**Dr. Ian Boyd**  
Chief Information Officer at Enlighten



# From silos to integrated processes

Modern businesses rely on increased collaboration to attain better performance and results. But when data, operations and teams are dispersed, how can they be consolidated so that productivity and efficiency can be improved?

Traditionally, businesses would operate in a disparate fashion with different departments, functions and data often siloed. In the modern business world, leaders must find a way to create more cohesiveness and ensure that there is a unified vision to break these silos down and achieve greater integration, to deliver better business outcomes. These processes can no longer support the agility and flexibility that businesses now need to survive and thrive in an increasingly dynamic and uncertain world.

The amount of data used and transferred today has also grown tremendously and become increasingly divided over several systems and databases. In fact, nearly 8 in 10 companies have reported that 50% to 90% of their data is unstructured. This has the potential to slow business down, meaning process mapping is critical when it comes to linking processes, activities and information.

## Why a single source of truth is invaluable today

While most businesses are measuring and tracking performance through various metrics, it can be tedious to find and access detailed information, requiring extensive amounts of effort and time. By having a single source of truth, everyone in the organisation can make informed decisions based on the same data. This means users will be able to access the information they need, when they need it, while having the ability to extrapolate the content of this data to enhance operational excellence efforts. It will also enable the business to make observations about its activities and uncover insights that can feed into further enhancements and efficiencies.

*Nearly **8 in 10** companies have reported that **50% to 90%** of their data is unstructured*



# Driving continuous improvement with v3.3.0

At its core, Enlighten Software provides the metrics and planning backbone that enables true business transformation through lean methodologies. The latest update to v3.3.0 will change the way your business works thanks to enhanced modules that streamline processes, enable granular control and create accessible workflows and modelling for greater efficiency than before.

## Process modelling and process library module

Process modelling allows business leaders to see and understand how activities and processes work within the organisation. By creating a process model diagram, users gain a comprehensive understanding of the process, can identify areas of improvement by pinpointing inefficiencies and bottlenecks, and can make informed decisions to further streamline these processes.

With these recent updates, businesses can now use the platform directly to identify and proactively mitigate risks, along with conduct regular process model updates and reviews to ensure their processes remain optimised and efficient.

## What's new in v3.3.0



In this update, users can

- Create process models\* and process maps within the Enlighten Software platform that highlight activity and links between processes.
- Access process maps conveniently and seamlessly within the platform to monitor and analyse activities.
- Display key metrics such as activity standards, process waste, work in, work out and backlog metrics from these models.
- Create diagrams and models for Organisational Chart Entries, Processes, Activities, and Continuous Improvement projects.
- Access a Process Library which will house all the process models and diagrams created across your business for easy access and review.

\* Access to creating Process Models is restricted to Administrators and is available through the Activity, Org Chart Entry and Process setup tables and via the Process Library and Continuous Improvement modules.

## Continuous improvement module

Continuous improvement involves consistently monitoring and improving processes to ensure they remain optimised and efficient. This is achieved through regular measurement and analysis of key process metrics, as well as ongoing training and development of employees to ensure they have the skills and knowledge necessary to implement process improvements.

Through the most recent Enlighten Software update, businesses can access the Continuous Improvement module to identify and address areas of improvement more easily, leading to greater efficiency and productivity, decreased waste and errors, cost reductions, and higher levels of performance across all aspects of the business.

### What's new in v3.3.0



In this update, users can

- Explore creating and managing their own improvement projects through the Enlighten Software Continuous Improvement module.
- Create Continuous Improvement initiatives and sort them by various board type.
- View metrics relating to improvement opportunities such as size, impact, cost and more.
- Conveniently and seamlessly update Continuous Improvement statuses while linking to process maps and activities.

## Implementation module

The implementation module is all about observations of activities. The process of implementation can be broken down into four main stages: preparation, establish the parameters, conduct the value-added assessments, and standard agreement. It helps to define and understand team structures, workflows and resourcing. Additionally, Implementation helps to identify waste areas within teams, activities and processes that can then be turned into opportunities to improve efficiency, reduce costs, and enhance quality.

These assessments can be done by Delivery and Implementation teams for new team onboardings as well as existing teams to review process and activity standards.

### What's new in v3.3.0



In this update, users can

- Conduct value-added assessment observations to capture workloads, activities, and waste from within Enlighten Software.
- Observations on activities can be made down to each step within the activity and time tracked, creating a detailed workload record.
- From these workload records, activity processes can be built up and analysed, enabling standards to be set for future activities.



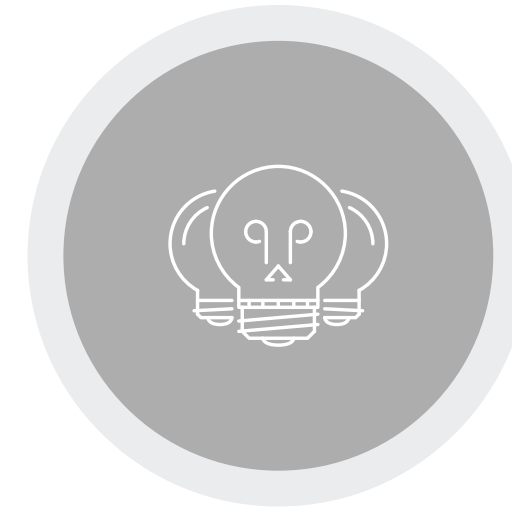
## Observe

With the new Implementation module, users can easily observe Valued Added Assessments for new or existing team activities. These help pinpoint waste, opportunities and improvements across the business.



## Review

By providing users with the capability to drive performance uplifts through reviewing activity standards and outputs, Enlighten's Implementation module helps keep teams on track towards key goals.



## Create

Users can now easily ensure team members are aware of the right workflow and procedures across Activities, Processes and Teams. Enlighten's Business Process Library empowers Administrators to create diagrams and models that capture each moving part within their organisation.



## Improve

Identifying improvement opportunities is a critical step to increase performance and remove waste. Enlighten's Continuous Improvement framework is derived from Lean and Six Sigma methods and will enable users to manage and track projects from start to finish.

# Empowering you for the future of continuous improvement

Operational excellence is within your reach as long as you use the right tools and stay up to date with the latest solutions and platforms, and we understand that. That's why we strive to continuously improve our technologies to enable our customers to grow steadily and consistently.

With Enlighten v 3.3.0, we hope that the new Process Modelling, Continuous Improvement and Implementation modules will provide a substantial Quality of Life upgrade that will allow our users to close the loop and identify areas to enhance, initiate change, improve continuously, and realise their true business potential, all within the software platform.

Operational excellence is not an end-goal but a consistent process, and we're looking forward to seeing how businesses can tap these improved modules and functions within Enlighten Software to further optimise their workflow processes and develop greater efficiencies in their continuous improvement journey.

Should you encounter issues or require any guidance during your exploration of the new software update, as always, we are on-hand to help ensure you get the most out of Enlighten Software. Contact us [here](#) or speak to your Enlighten Success Manager directly.



ABOUT US

To meet our vision of being the partner that business leaders want to work with, we understand that a strong, experienced, effective and visionary team is needed, with the energy, commitment and drive to succeed. We deliver on our promise through our leading propriety methodology that combines business experience, technology and data analytics.


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