



Understanding Today. *Transforming Tomorrow.*

Insightful Solutions, Inc. is a provider of business process improvement, and technology implementation solutions designed to help organizations operate more effectively and efficiently. We believe “revitalized” processes and ***intelligent application*** of technology provide the edge needed by today’s complex organizations striving to provide best-in-class service to their customers while containing costs.

We possess over 25 years experience in using state-of-the-art techniques and methods to identify and implement operational process improvements and supporting technology to enhance operations. Our industry best practices-based business process framework and use of additional appropriate tools, provide our clients with a clear, concise assessment of the environment, the ability to make better decisions, and excel at implementation. Our project management services afford our clients the benefit of improved processes and technology within planned budgets and timeframes.

Service Specialties:

- Operational/process assessment
- Enterprise business architecture
- Business process documentation
- Business process reengineering
- Technology evaluation
- Policy & procedure development
- Workshop/meeting facilitation
- Strategic problem solving
- Staff/team building
- Project selection
- Project scoping
- Risk & issue assessment/management
- RFP development
- Application architecture modeling
- Requirements definition and analysis
- Program & project management
- System/software selection
- System design
- Software test & validation
- System implementation

Testimonials

“We certainly appreciated working with you. You are one of the most impressive business analysts with whom I have ever associated.”

- Sharon Leinbach, Director of Vital Records, Tennessee Department of Health

*“For the first time, I was able to **see** the mess I always knew was there...”*

-G.T., Director of Clinical Research

*“When we first met with Sharon and discussed what we wanted and showed her what we were doing, she brought us forward with **new thinking and possibilities**. She was able to show us a vision and help us to understand a new way of working. She worked with each of us in the group to understand our unique roles and responsibilities.”*

-J.B., Quality Assurance Manager

Client Success Stories

Redesign Current Business Processes

The Vital Records Department of the Tennessee Department of Health was interested in procuring a new automated records management system. Prior to selecting a vendor, Insightful Solutions assisted the Department with documenting their current business processes, and defining future business processes that would be supported by future technology. Additionally, detailed functional & system specifications were developed that could be included in an RFP for technology solutions.

Improve Customer Service

A Quality Assurance department was not able to respond to customer complaints in a timely manner, impacting the company's revenue stream. The existing process was evaluated to identify the underlying reason for the problem. *Under her leadership, **one existing 30 day duration process was reengineered to be completed in just 7 days – a 76% reduction in time.*** Further, new metrics were developed to better measure critical outcomes and responsiveness to customers.

Reduce Lost Documentation and Improve Accessibility

A Document Management department was storing paper manufacturing records on microfiche. The microfiche processing 6 months behind, and there was no easy way to retrieve copies of documents. The existing process was reengineered, and supporting technology implemented allowing the department to **reduce head count and other costs, improve access, and increase throughput.** Over 1 million images were scanned the first year, with only a few days lag time.

Resolve Compliance Challenges

A Human Resources department was struggling to maintain compliance with state legislation regarding employee timekeeping. The company was also experiencing high levels of abuse, and significant time spent by supervisory personnel to manage employees' time. A process assessment and reengineering workshop was performed, resulting in a **set of high level requirements** that could be used to evaluate automated solutions to address the needs of the organization.

Reasons our Clients Contact Us:

- Solve efficiency problems
- Manage critical projects
- Regain momentum on strategic projects
- Make an assessment, study or evaluation of the current environment
- Implement best practices
- Review plans, studies, documents or processes and provide a second opinion
- Obtain unique skills and/or perspective
- Introduce change in an organization
- Facilitate difficult discussions
- Meet goals, commitments or deadlines
- Discover facts overlooked by others due to familiarity with a situation
- Deal or comply with audit and/or regulatory challenges
- Introduce new technology into the organization
- Provide technical assistance on a temporary basis

Values We Embody

Creativity ◆ Inspiration ◆ Leadership ◆ Integrity ◆ Empowerment ◆ Innovation

Certifications

CA Disabled Veteran Business Enterprise (DVBE) (#41001)
CA DGS Woman Business Enterprise (WBE) (#41001)
CA DGS Small Business (Micro) (#41001)
CA Unified Certification Program (DOT) (#35421)
Supplier Clearinghouse WBE (#6GN00038)



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