**Structured methodology and approach**

1. **Initiate**
   - Review initial requested data, project scoping and process mapping to taxonomy for “apples to apples comparison”

2. **Collect**
   - Collect data with customized data collection templates and perform logical validation of collected data

3. **Analyze**
   - Assess qualitative and quantitative information to develop key findings by performing statistical validation and gap analysis

4. **Deliver**
   - Discuss findings and review improvement opportunities to be summarized in a report

5. **Sustain**
   - Identify opportunities for continuous improvement and realizing benefits

**Average time to complete overall = 8–10 weeks**

**Process benchmarking value**

1. **Quality**
   - High-quality results through a standard global approach
   - Benchmarking proficiency from committed resources

2. **Integrity**
   - Data integrity through detailed testing during our validation process
   - Collaboration with process leads and data champions to confirm data is accurate
   - Detailed data definitions to enable “apples to apples” comparisons

3. **Insight**
   - Results in understanding of performance gaps and improvement opportunities
   - Relevant tailored peer groups to compare key process performance measures
   - Addresses need to monitor transformation journey and implement continuous improvement programs

**Robust repository of data**
- Provides confidence in performance comparisons based on sector, geography and revenue

**Process benchmarking tools and enablers**
- Tools and methodology to accelerate execution of the project

**Standard process frameworks**
- Aligns collected data to EY Benchmark data

**Benchmarking center of excellence**
- Efficient and effective project delivery supporting opportunity identification analytics

**Actionable insight**
- Insight-driven approach enabled by our understanding of your culture and environment

**Who we are**

Local EY resources are able to support you wherever you do business. We have the experience to guide you through the process and help you fulfill your plans in an actionable and timely manner.
Extensive benchmarking data repository

- Vast repository of over 2,000 measures from more than 20,000 submissions
- Access to over 500,000 data points across all priority sectors
- Access to data that can be filtered for relevant peer comparisons based on sector, revenue and geography

24 sectors
- Automotive & Transportation
- Banking & Capital Markets
- Chemicals
- Consumer Products and Retail & Wholesale
- Diversified Industrial Products
- Energy
- Insurance
- Life Sciences
- Media & Entertainment
- Oil & Gas
- Power & Utilities
- Technology
- Telecommunications
- And many more!

Areas and countries
- Americas
- APAC
- EMEIA
- Japan

Revenue ranges
- <$100m
- $100m–$500m
- $500m–$1b
- $1b–$5b
- $5b–$10b
- $10b–$15b
- $15b–$20b
- >$20b

Functions and metrics
- Finance (>500)
- HR (>350)
- IT (>300)
- Sales & Marketing (>300)
- Customer Service (>150)

Types of process measures
- Cost effectiveness
- Staff productivity
- Process efficiency
- Cycle time

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ED None

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Committed EY resources teaming with you

<table>
<thead>
<tr>
<th>Client lead team</th>
<th>EY support team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role</td>
<td>Client sponsor</td>
</tr>
<tr>
<td>Coordinates project effort across the account team and client’s team</td>
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<tr>
<td>Involved in data collection activities</td>
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<tr>
<td>Conducts analysis</td>
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<tr>
<td>Creates documentation and reports</td>
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<tr>
<td>Manages quality and compliance</td>
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<tr>
<td>Provides overall project direction and product approvals</td>
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<tr>
<td>Conducts review activities</td>
<td></td>
</tr>
<tr>
<td>Creates improvement opportunities</td>
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</tr>
</tbody>
</table>

Use case

Client issue: Approached EY to assess their current enterprise operating model to reduce costs and streamline the organization.
Impact: Cost saving opportunities worth $50m were identified.
Duration: 12 weeks