

Business Capability Model

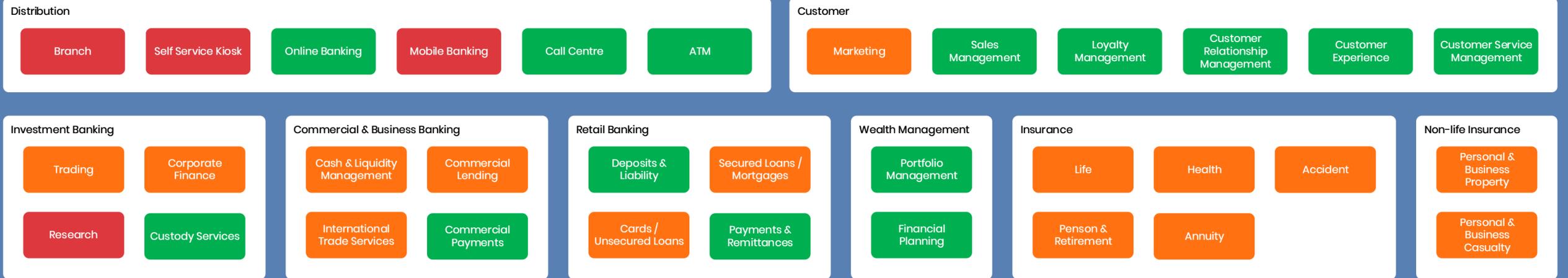
Quick Guide

More and more organizations are turning to Business Capability Models to help guide their digital transformations, but the creation of a model is not widely understood. This introductory pack provides a clear template to create a business capability model for your own organization, courtesy of the expert consultants of Orbus Software

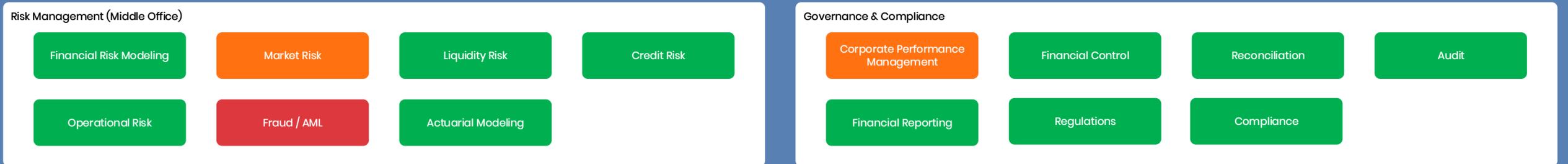
What is the Business Capability Model?

A common language for discussing what the Business does, and improvements needed to deliver against the Strategy.

1. Sales & Service – Customer & Product Management



2. Middle Office



3. Core Processing (Back Office)



4. Corporate





1. Sales & Service – Customer & Product

Distribution

Branch

Self Service Kiosk

Customer

Marketing

Sales Management

Investment Banking

Trading

Corporate Finance

Wealth Management

Portfolio Management

Research

Custody Services

Financial Planning

Trade Services

Payments

Unsecured Loans

Remittances

How is it used?

1. Common language for discussion with the Business

2. Helps to Answer Strategic Questions

- What is the level of maturity of our capabilities?
- What is the strategic importance of our capabilities?
- What is the level of differentiation?
- What is the IT cost of capabilities?
- Which capabilities are at risk?

- Where should we invest to support our digital strategy?



1. Sales & Service – Customer & Product

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Branch

Self Service Kiosk

Investment Banking

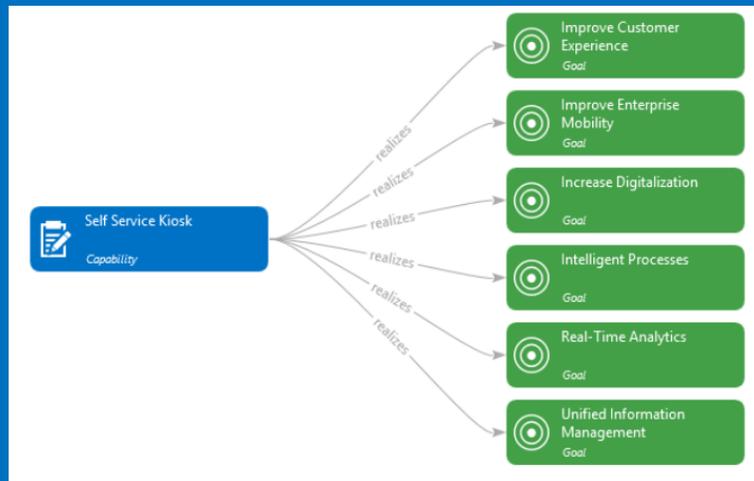
Trading

Corporate Finance

Research

Custody Services

How does it Support the Strategy?



Customer

Marketing

Sales Management

Wealth Management

Portfolio Management

Financial Planning

Trade Services

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1. Sales & Service – Customer & Product

Distribution

Branch

Self Service Kiosk

How is it supported by Applications?

CBS

CBS-Online

RSOBS1

CBS-Mobile

CBS-Rewards

Customer

Marketing

Sales Management

Investment Banking

Trading

Corporate Finance

Research

Custody Services

Wealth Management

Portfolio Management

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Flexible Presentation – custom icons, charts, ... and dashboards



Capability Gap

