interfacing.

QUALITY MANAGEMENT

CONTINUOUS IMPROVEMENT

DIGITAL TRANSFORMATION

BUSINESS EXCELLENCE STAKEHOLDER HAPPINESS

Interfacing empowers organizations to govern business complexity, achieve digital transformation and continuous improvement through process based knowledge, quality, performance and compliance management solutions.

Expertise ranging from strategy -to-execution, our consultants will ensure a successful digital transformation & improvement journey.

Gartner® recognized global leading Digital Twin software covering the full spectrum of analysis, improvement, governance and automation capabilities.

Why Us? Continuous Improvement & Quality Management

YOUR CHALLENGE

In the modern, fast-paced digital business environment, an organization has to improve on a continuous basis to remain competitive. Business leaders have realized that establishing a continuous improvement culture is vital to succeed in improving customer loyalty, productivity, reducing product recalls and increasing maturity levels for growth.

OUR SOLUTION

The EPC's centralized repository, dynamic multi-dimensional process views, on-line analytics, comprehensive responsibility assignments (RASCI-VS), request-to-deploy structured lifecycle management, and real-time change notifications are facilitators to engage employees and develop a continuous improvement culture organization-wide. The modern, mobile, and configurable user-friendly interface has received very positive feedback from employees, increasing user adoption across the entire organizational hierarchy.

Why Us? Digital Transformation

YOUR CHALLENGE

The strategic re-orientation towards a data driven customer-centric business model is the essence of digital transformation that comes with a new set of challenges. In the era of industry 4.0 where change is the new normal, organizations need to be more responsive and innovative when it comes to creating bigger value and exceeding customer expectation. The increasing need for speed, agility, transparency and inclusiveness to break through silos means leveraging the integration between the SMAC (Social, Mobile, Analytics, Cloud) whilst keeping customer experience in mind.

OUR SOLUTION

The EPC's centralized repository and low-code rapid application development environment helps businesses align with the new paradigm of digital disruption. The EPC's value stems from mobile accessibility, social improvement collaboration, alignment of internal business processes and customer journey, transparency into enterprise strategies, KPI performance monitoring and data-driven process automation. With a host of cutting-edge solutions, the EPC will cultivate a digital workforce, deepen stakeholders' engagement and stimulate business model innovation.

DISCOVER OUR SOFTWARE

Modeling & Documentation

- A Centralized Reusable Object Repository
- Mapping & Modeling ((process, org, systems, data, grc, docs, etc)
- Collaborative Editing & Digital Documentation (multimedia)
- User-friendly Access & Customizable Navigation
- Standardized Document Outputs & Analytical Reports

Analysis & Improvement

- Lean Six Sigma Analysis
- Discrete Simulation
- 360 degree Impact Analysis
- Maturity Assessment
- Continuous Improvement Lifecycle Management
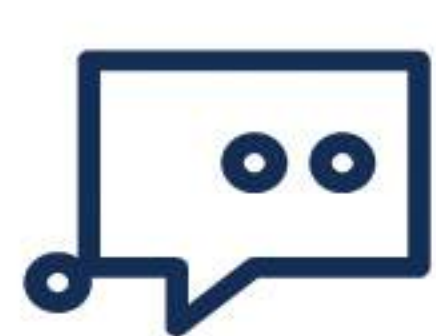
Collaboration & Governance

- Communication & Notifications
- Multi-User Collaboration & Communication
- Ownership & Accountability Assignment (RASCI-VS)
- Change Lifecycle Management
- Version Comparison & Detailed Audit Trails
- Security Access Management
- Multi-language and Process Product & Region Localization

Policies & Procedures

- Digital Standard Operating Procedures (SOP)
- Automated hard-copies based on customizable output templates
- Process-based SOP documentation (always in sync)
- Policy and Business Rule Governance

Risk & Control

- Enterprise Risk Management (ERM)
- Risk & Control Impact & Likelihood Assessment
- Process specific Risk Valuation & Control
- KRI & KCI Monitoring

Performance Monitoring

- Strategy & Operational Alignment
- Corporate Strategy Hierarchy Map
- Objective & KPI Monitoring
- Historical Trend Analysis
- Process Performance
- Operational Intelligence

Audit & Compliance

- Audit Planning & Scheduling
- Audit Results & Reporting
- CAPA & Action Item Management
- Regulatory Compliance
- Law, Policy & Rules Governance
- Risk & Control Matrices

Automation & Integration

- Low Code Rapid Application Development
- User Task Management (calendar, role, re-assignment, out-of-office,..) System Integration (webservice, database)
- Drag & Drop Web Forms Design
- Entity Database Designer
- Rules Engine
- Business Activity Monitoring (BAM) & Reporting

Why Us? Governance, Risk and Compliance

YOUR CHALLENGE

Today's organizations feel increased pressure not only from customers, shareholders, and partners but also from statutory and regulatory bodies. The spotlight on governance, enterprise risk management (ERM) and compliance is requiring organizations to provide transparency into operations.

OUR SOLUTION

The EPC helps improve transparency and governance whilst providing tools to better manage risk and reduce the cost of audit and compliance. Integrated GRC modules support regulatory rule management, risk impact and likelihood assessment, control management, audit planning-to-execution, corrective & preventive action (CAPA) planning and historical reporting.

DISCOVER OUR SERVICES

SOP Development

Business Process Improvement
(DMAC, Lean, Six Sigma, Root-Cause, Impact & Simulation)

Gamification

Consulting · Strategy · Seminars · Workshops · Training · Coaching

Custom Application Development

Requirement Analysis & RFP Development

Business & Enterprise Architecture

Change Management

Digital & Business Transformation

Compliance Consulting
(ISO 9001, 27000, GDPR, SOX, …)

Risk & Control Assessment

Why Us? Knowledge Sharing and Management

YOUR CHALLENGE

With baby boomers retiring and the entrance of the millennial job-hopping generation, knowledge gaps and training inefficiencies are on all-time highs. Organizations face scarcity of well documented business processes and procedures as knowledge is fragmented, multiplied into different versions of the truth, and held and protected only in the minds of specific individuals.

OUR SOLUTION

The EPC's centralized knowledge repository provides quick employee access to information, simplified management and automated communication of change. Beyond process, the EPC knowledge base includes details on organizational structure, assets, systems, roles, resources, rules, risks, controls, objectives and KPIs. Moreover, the digital SOPs support rich text and integrated media (videos, images), providing a modern and user-friendly learning environment.

- ✓ 3rd fastest growing IT company in Canada
- ✓ Gartner® recognized leader in 4 different categories
- ✓ Global client base across all industries
- ✓ Multi-language - international offices - 24x7 support
- ✓ Cutting edge technology (Social, Mobile, Analytics, Cloud)

CLIENT TESTIMONIALS

"EPC was the only tool that answered the project's needs and requirements. We are rolling out corporate-wide to over 400 modelers & 120K employees!"

Jean-Luc Heloin, Business Process Architect, Orange

"We were able to migrate from a functional based document system to a process based integrated information system by implementing EPC. EPC met all of our identified business needs and Interfacing were integral from the design phase through to Go Live."

Merita Hammond , Quality Systems & Performance, AIRBUS

"Interfacing and the EPC product are paramount to our successful future. The ability to capture work flows and utilize standard processes is so important to the utility industry. As staff evolves and responsibilities grow, the need to be efficient has never been more imperative."

Roger Kline, General Manager, WASCO

AWARDS AND RECOGNITION

Why Us? System Deployment (ERP, CRM, SCM, BPMS)

YOUR CHALLENGE

Digitizing your processes often includes the deployment or upgrade of an ERP, CRM, SCM, amongst other applications. These system deployments can cause downtime because of incomplete and unclear requirements, costly re-configurations, challenging re-works and poor employee adoption.

OUR SOLUTION

The EPC lets you create a blueprint of the organization that both business and IT can collaborate around within a common language. EPC version comparison and impact visibility offer insight into unforeseen challenges to ensure smooth transitions with minimal downtime and reworks. Moreover, the digital environment integrates directly within external systems to ease the process of re-training and the collaboration forum engages employees to promote improvement, increasing the speed of adoption and change.