

# Decisioning Done Right: Why a Center of Excellence is Key



“Can we shorten or even skip the training and just get access to the tool?” is a familiar question in today’s fast-paced business environment. Leaders, eager to see quick results, hope to accelerate adoption of new technologies by skipping foundational steps like training and building a Center of Excellence (COE).

A Solution COE is a centralized team of experts dedicated to developing and enforcing best practices, standards, and methodologies across the organization. By doing this, a COE creates a culture of continuous improvement, innovation, and alignment with strategic goals.



# Six

## Functions of a COE

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# 1

## Consistency and Quality

A COE ensures that best practices and standards are consistently applied, leading to greater accuracy and quality across all projects.





# 2

## **Advocacy and Change Management**

The COE promotes the benefits of new tools and methods, encouraging broader adoption and supporting teams through necessary changes.





# 3

## **Tailored Training**

Instead of generic, one-size-fits-all training, a COE provides specific, customized learning experiences that are relevant to your organization's unique needs.

# 4

## Strategic Project Scoping

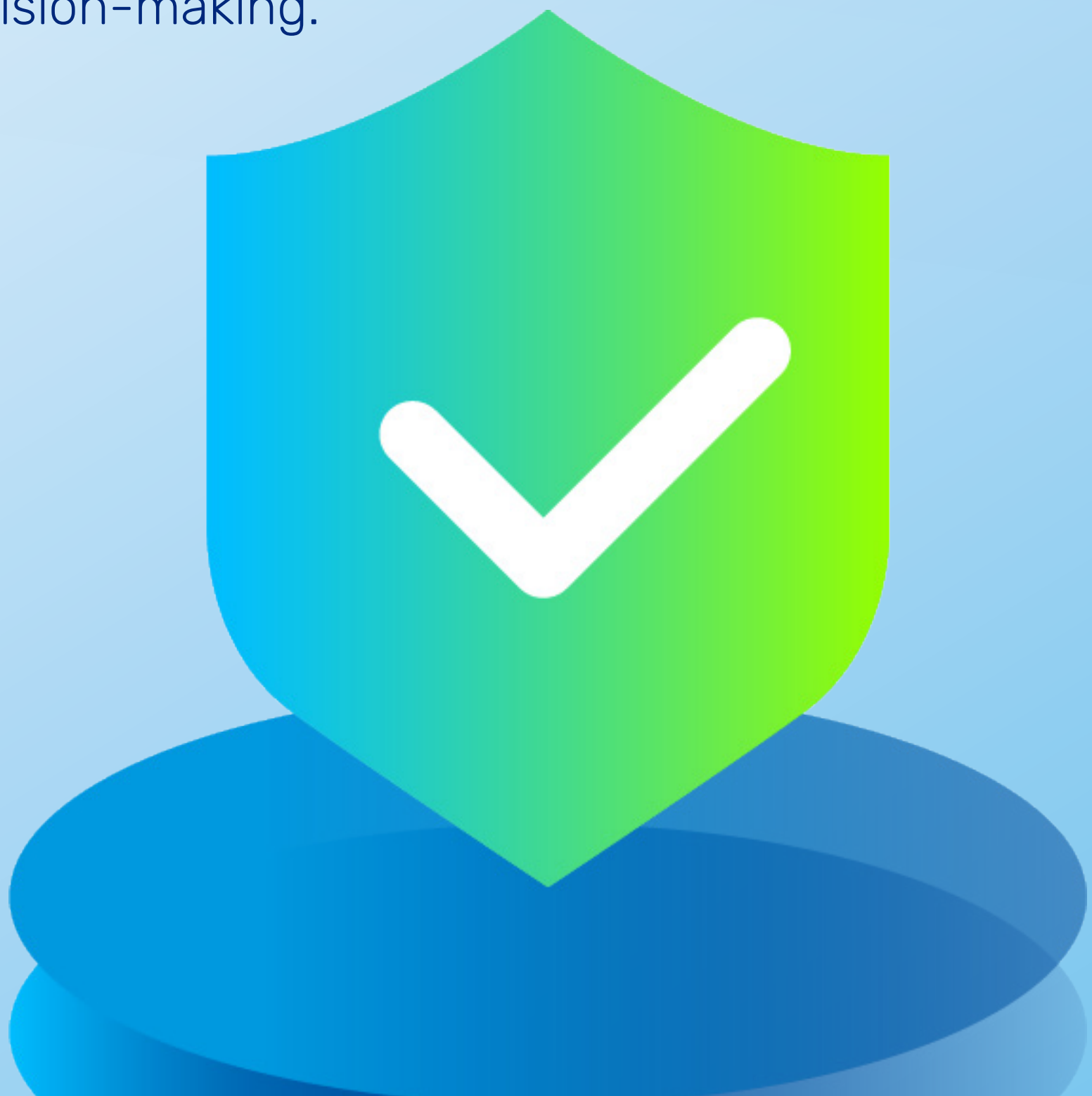
Involving the COE in project planning helps align initiatives with business goals, optimizing the value returned to the organization.



# 5

## Improving Policy

A COE acts as a neutral mediator to resolve conflicting business rules and clarify policies, which is crucial for effective decision-making.







# Continuous Improvement

By continuously monitoring performance and identifying areas for enhancement, a COE ensures that the organization remains agile and responsive to market changes.



# Ways to Overcome COE Challenges

The biggest challenges in setting up a COE occur at startup, and then over time switch to maintaining momentum and relevance. At their core though, all challenges have a root cause in understanding the real value of the COE compared to the expense of running one.



# Secure Management Buy-In and Commitment

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# Overcome Resistance to Change

Introducing a COE necessarily involves changes to existing processes, roles, and responsibilities. Strategies to overcome this will differ if the organization already has experience with other COEs, but the basics of change management are best deployed here.

- Communicate the purpose and benefits.
- Involve employees early to gather feedback, address concerns, and build ownership.
- Provide training and support to help teams adapt to new ways of working.
- Celebrate early wins and recognize those who contribute to the COE's success to foster a positive culture of change.

# Align the COE with Business Strategy

A COE that does not align with the overall business strategy can become irrelevant or be seen as a siloed function.

To ensure alignment, involve key stakeholders in defining the COE's scope, priorities, and success metrics and then write out a charter for the COE that spells it out and make plans to periodically revisit and update the charter as the program develops.

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## Conclusion

Investing in a COE might seem like an additional step, but it is, in fact, a strategic imperative that drives long-term success. By embracing a COE model, your organization can ensure that new tools and technologies are fully leveraged to deliver sustainable growth, efficiency, and competitive advantage.



## About Sapiens Decision

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