Optimization of enterprise processes is one of the primary services provided by Enterprise Process Support. Optimization entails the streamlining and simplification of business processes to increase productivity, reduce rework, reduce costs, and minimize manual work, innovatively meet customer requirements and needs to enhance service effectiveness and efficiency. The original goal of EPS was to derive maximum functional benefit from PeopleSoft HRSA system. EPS's mission has since expanded to encompass any enterprise business process.

- Process Improvement Approach
- Process Mapping
- Recommended Reading
- Understanding Process Behavior
- What is a Process?