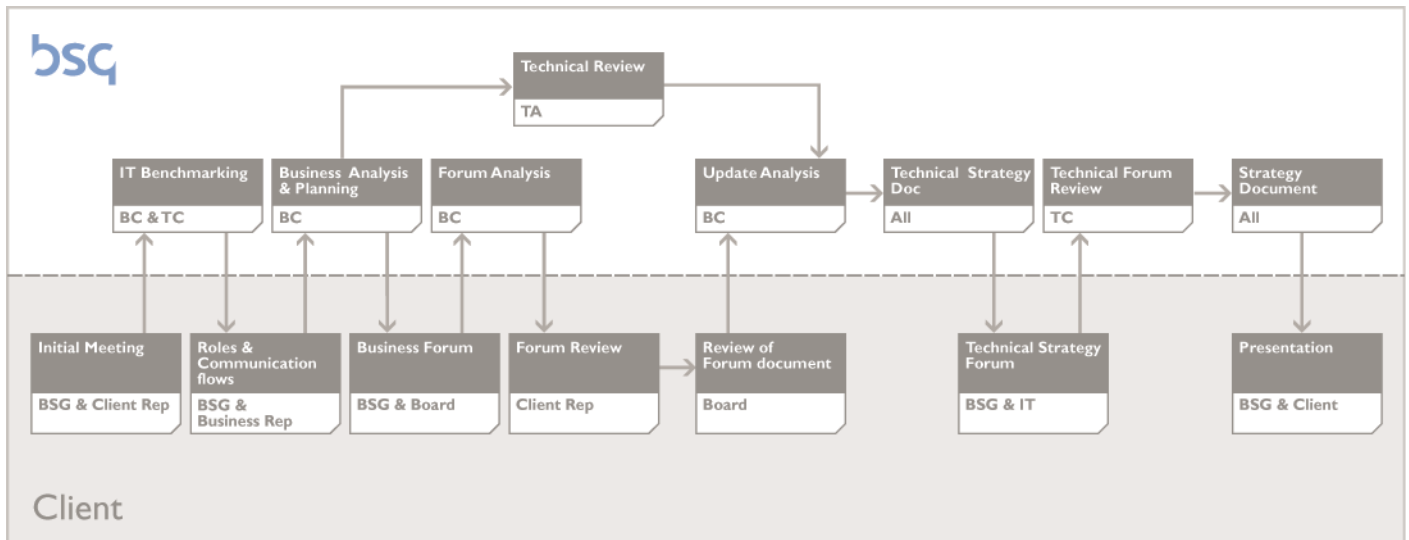


The Service

A business and technology assessment of an organisation's existing technical environment to establish where additional functionality and systems integration can be derived to better deliver on key business objectives. The output from the process defines a technology strategy or design that will deliver these agreed objectives. The Business Efficiency process collectively engages Business Directors & Managers as well as the Technology decision makers.



This process is designed to leverage existing infrastructures and to re-engineer where possible, not to reinvent by default.

The core elements of the process are the identification and analysis of the critical business objectives and the translation of these objectives into technical solutions. The capture of the business objectives is typically via the Business Forum and the translation into technology is via the Technical Design, each of which are described in greater detail within their own sections.

The Business Efficiency process is designed to capture all the relevant information and provide complete analysis for an organisation. However, BSG recognises that many organisations may have started the process themselves or have ready and immediate access to some of the required information. The process has been designed to be completely modular to allow organisations to select only the relevant elements and enter the process at any stage.

For the complete Business Efficiency cycle, the following areas would normally be explored.

- IT benchmarking - establish a baseline of your existing infrastructure against which to measure the success of the project.
- Vendor Analysis - where a vendor has not been chosen, BSG will work with independent research organizations to identify issues such as support skills available in the market place, future development plans, product releases and upgrade plans, cost comparisons of products and support.

- Roles & Communication flows - a meeting with a business representative to establish the key roles and communication flows.
- Business Forum - a forum typically with the FD, MD, CEO, COO, CTO and other Management to establish the business objectives.
- Technical Review - a Technical Architect will spend a period of time reviewing your existing environment to ensure that you benefit from re-use of your existing infrastructure as much as possible.
- Technical Forum - a Forum with your IT representatives to discuss a draft technical solution produced by BSG.
- Presentation of final document - all business and technical elements are drawn together into a comprehensive document that can be read by both the business and IT.

The deliverable from the Business Efficiency process is a comprehensive document which includes the following core sections.

- Market Information - allows BSG to establish the expected TCO for any given solution which we can then compare against the TCO of a similar organisation. ROI is also reviewed in terms of expectations from similar organisations in similar business.

- IT benchmarking - The establishment of the initial benchmarks is through the use of independent research, our own experience and knowledge and discussion with our clients about what should be included. Typical areas that are included are:
 - Functionality - Does the system deliver the level of business and technical functionality required by the business?
 - Availability - The purpose of this benchmark is to establish how critical system availability is within the organisation under review and to set realistic levels early on.
 - Security - Security is important to all organisations but, as with systems availability, must be measured against the business needs of an organisation.
 - Costs - We look in detail at typical project costs, ongoing support costs, TCO and ROI. This section is an extension of the market information but is specific to the identified project.
- Business Analysis - The communication flows identified during the project are outlined and mapped against the proposed solution. The identified business objectives are described in terms of goals and are also mapped against the technology.
- Vendor Analysis - A review of the "softer" issues surrounding a technical solution.
- Technical Design or Strategy - a specific solution designed against the agreed business and technical criteria with an implementation plan where appropriate.

Who is the service designed for?

- Organisations seeking to review their existing technology to ensure that their current approach is the most efficient and effective for the business and IT.
- Organisations seeking to better align technology developments with their business.
- Organisations seeking to ensure that the next phase of their technical evolution delivers measurable value.
- Board level management who are trying to establish a baseline for IT investment.

How will your business benefit?

- Defines a strategy to turn a range of technologies into a set of solutions that offer real business value.
- Provides a blueprint for businesses demonstrating tactical and strategic recommendations for deriving the maximum benefit from their IT investment.
- Ensures that IT is a cost effective business service.

Why BSG?

- There is no assumption of change - we take what is good and capitalise on it and only recommend change where there is a tangible benefit.
- The approach has been proven to work across a variety of industries from single site start ups to global multinationals.
- BSG are a technology independent organisation who aim to provide guidance and advice to our clients whilst keeping your business objectives on every agenda.
- This approach offers a low risk and low cost as the process is an organisationally efficient method of discussion and information gathering.

Complementary Services

BSG's Business Efficiency services can easily be integrated with BSG's other services to form a wider solution to your needs. These services include Technology Strategy, Systems Integration, Infrastructure Services, Managed Hosting, Outsourcing and Education.

For further information on complementary services and Business Efficiency please contact your Account Manager or:

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