



## IT Consulting Services

### **Business Integration: Support Objectives**

The business operations of any company are developed through a strategy that integrates business processes with system design and development. Acosys will help clients effectively manage key business drivers to deliver strategies for business process, system design, system development, change management, service level agreements and training and deployment requirements of the business operations to ensure seamless transition from current to future modes of operations. We will also establish a functional framework for system and operational service level agreements that supports business requirements, and we will negotiate maintenance support to ensure business continuity.

### **Project Management**

Our professional team has extensive experience managing human resources and budgets to ensure that every aspect of the project is administered within the defined scope, quality, time and cost constraints. Whether the project is short or long term, our project managers strive to maintain productive and mutual interaction of the various parties to reduce the risk of project failure. Our goal is to be the client's representative throughout the duration of the project.

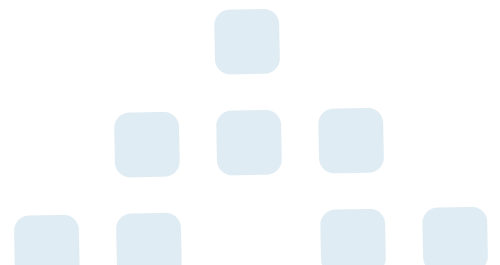
### **Change Management**

One of the most difficult components of a project is organizational change. Our consultants have extensive experience managing large organizational changes as result of new system introduction. Using a structured approach, we recommend solutions to manage changes that impact individuals, teams and departments within and external to the organization to ensure that our clients experience a seamless transition from current to future modes of operation.

### **New System Introduction or System Update**

New system introductions and system updates have become increasingly sophisticated and specialized. Because of this sophistication, Acosys recommends that organizations take a structured approach to introducing new systems and/or updates. This structured approach helps you:

- Define business requirements
- Prioritize your system development according to business needs
- Use a structured approach to system development
- Test and measure your system performance against your business requirements
- Provide a seamless system introduction to your existing business environment



## **Business Analysis**

Whether the project is a new system development or an update to an existing system, our professional team of analysts helps organizations improve their business functions and activities to reduce overall costs as well as provide more efficient use of resources and better to support their customers. Our analysts use a process-oriented approach to investigate, analyze and determine business and system activities and to rethink end-to-end activities that create value for customers while removing unnecessary work. This analysis results in defined business requirements that outline needs and offer measurable results.

## **Process Analysis and Development**

Based on the business requirements, our analysts will develop the process requirements needed to support business functions and activities. From these requirements, we use a process-oriented approach to develop measurable processes that ensure business requirements are met.

## **System Analysis and Development**

Based on the business requirements, our analysts and/or partners will develop system requirements to support the business functions and activities. From these requirements, we use a process-oriented approach to develop new systems architectures designed for the future mode of operation. Currently, Acosys has a partnership with YouCanDoThat.com, a leading technology solutions provider with a world-class portfolio of solutions and clients around the globe, as a system design and development partner.

## **System and UAT Testing**

After the system and process requirements have been developed, our analysts work with system and process developers to develop test strategies, test scenarios and test scripts to ensure that the system and process fulfill the objectives set out in the requirements. Using a process-oriented approach, we ensure that the system and UAT testing validate the process and system requirements.

## **Deployment Strategies**

This important project phase is often overlooked by organizations. Our analysts ensure that deployment strategies include a 'go live' process with a checklist to ensure all components of the project including UAT testing, training development and delivery, infrastructure and system integration, service level agreements for system performance levels, business and disaster recovery plans, operational support models (bulletins and announcements processes, system support, etc.) and development of exit criteria from design to production have been completed and signed off. Our deployment ensures all components are addressed and in place prior to the 'go live' stage.

## **Performance Metrics Development**

Once the new system and/or updates are deployed, we enable stakeholders to recognize the value of their investment. We develop the appropriate metrics to measure ROI in tangible terms such as cost savings, productivity, system efficiencies and quality to ensure that the system and processes create value for the organization.

