CLIENT SOLUTIONS PROGRAM

Client Solutions Program

Functional Review assesses how eCMS is being used within the organization and its alignment with organizational objectives and current business processes. This review identifies applications that are being under-utilized or are not implemented that could have a significant impact on the company. A roadmap is created for the implementation of these applications.

Health Checks measure solution performance ensuring proper setup and configuration of the system and its applications. This is a critical part of our services as it helps to ensure that the system will continue to meet the customers' expectations and helps to avoid unnecessary errors and downtime that can negatively impact the company.

Gap Analysis reviews documented business processes and compares these with the actual processes in use providing insights into where processes are being followed and where they are not. This can be an invaluable tool for planning the deployment of new processes, standardizing internal practices to achieve greater results, or simply updating documented processes to better reflect the way business is actually being done.

Best Practices Consulting begins with evaluating a company's business processes against industry standards and common practices as found at other successful companies. Recommendations are provided on how processes can be improved within the organization for greater success.

Enterprise Resource Planning systems are a major investment for any organization and have a significant impact on many different areas of the business. ERP systems are essential tools for managing the financial and operational health of the company. However, without periodic review, pre-implementation planning and post-implementation evaluation, it is possible for this critical tool to be under-utilized or not meet the company's strategic goals and operational objectives.

The Client Solution Program is designed to identify opportunities for generating additional value from a new or current ERP implementation.

A successful ERP implementation depends primarily on extensive planning and proper consideration for how the ERP system will be utilized within the organization. Companies that conduct a pre-implementation assessment of their businesses will better align their business objectives with the supporting processes and technology solutions right out of the gate, yielding greater return on their investment.

It is equally important to conduct a post implementation assessment to evaluate how the ERP solution is delivering on its initial promise and stated goals. It is not uncommon for companies to lose sight of how the ERP solution is supporting the strategic business goals and what additional improvements in technology solutions and business processes can be made to continuously improve business operations.

Reducing inefficiencies, duplication of effort and manual processes are some common ways companies improve their business operations. The development of an ERP roadmap is also recommended to identify gaps between the current and desirable state of the business and to establish future requirements and priorities supported with the capabilities of the ERP solution.

" Our goal is to provide our customers with the information they need to maximize their return on investment in eCMS. Whether this is through expansion of system usage into other key areas of the organization or process improvement to streamline the business and align with best practices, we stand behind our solutions and partner with our customers for mutual success.
Steven Gross, Vice President of Client Solutions, Computer Guidance Corporation "