

SERVICES OVERVIEW

Business System Selection: Making the Right Choice – First Time

Decisions to invest in a new IT or business system are always significant ones. Quite apart from the financial resource to support such a move, the human input in terms of system selection, the development of project plans and actual system rollout should not be underestimated. Project failures, of any kind can often be attributed to human error. It is perhaps not surprising to learn that issues with people occur almost as often as issues with business processes or the technology itself.

By engaging in a properly structured system selection process, these pitfalls can almost always be avoided and companies can ensure that their chosen system or application can deliver a successful and positive outcome – from the outset.

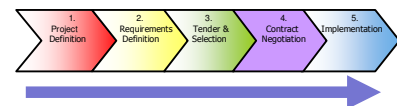
Using an external third party to help with system selection has many benefits. It not only provides an unbiased and objective framework for system identification and selection but can in certain circumstances, include business process re-alignment which streamlines workflows and delivers greater operational efficiency to the organisation.

How is our Business System Selection service structured?

Business system selection encompasses a structured approach with a number of key phases, each of which has clearly defined deliverables. Our services are completely modular in nature and clients can opt for support on one or all of the following phases:

■ Project Definition

We conduct an orientation workshop to ensure a firm and agreed footing for the project. This involves working closely with the client to identify a detailed project scope incorporating objectives, activities, roles and responsibilities as well as critical success factors.



■ Requirements Definition

During this phase, we work with each process/function owner to generate and document requirements. We use intensive workshops to ensure full definition and integration of requirements across the organisation. This ensures that the needs of all stakeholders are fully addressed.

■ Tender and Selection

This phase of activity involves the delivery of clear tender documentation. We also develop a full evaluation process which includes important factors such as functional fit, future-proofing, ease of integration, vendor calibre and reference site visits, resulting in the selection of the preferred system and vendor.

■ Contract Negotiation

We can assist in contract negotiations for customers. Our extensive experience allows us to ensure that agreements are negotiated that foster project success, risk minimisation and ensure best value for money.



"In a tightening economic climate, using an objective and proven expert for business system selection delivers value for money and significantly reduces project risk for both private and public sector organisations."

Pat Millar, managing director, Clarion Consulting

■ **Implementation**

This crucial phase of the project requires full project management life cycle support to ensure that the selected system implementation will be successful. We can also provide this service on demand through our team of experienced project management practitioners.

What are the benefits of using our Business System Selection services?

Our approach to all assignments is to work closely with our customers to understand the key business drivers, issues and objectives as the first part of any analysis. Quality checks are in place throughout the assignment and we also incorporate a clear governance structure where decision-making, reporting and escalation processes are agreed as part of the process.

■ **Selection of Best Strategic Fit**

Our consultants, with significant cross-sectoral experience will manage the entire selection process to ensure that the solution and partner which represent the best strategic fit are ultimately chosen for the project.

■ **Less Project Risk and More Successful Outcomes**

Using a structured and independent approach allows for more objective decision-making, thus reducing overall project risk and delivering more successful project outcomes.

■ **Achieve Faster Project Implementation**

Our structured and proven methodologies achieve faster project implementation timelines and ensure buy-in from all stakeholders at each step of the process.

Why choose Clarion Consulting?

■ **We only use senior consultants with a proven ability to deliver**

The key to our success is the exclusive use of senior consultants with a proven track record in consistent service delivery. Clarion Consulting has extensive experience in systems implementation projects across many industries.

■ **We adopt a practical, hands-on approach**

We combine accepted standards and best practices with our experience of real-world, complex projects to provide superior advice and guidance to customers.

■ **Our work ethos is based on partnership and flexibility**

Our approach is designed to implement innovative solutions to real business issues, underpinned by a thorough understanding of our clients' operating environment. Our flexibility is underpinned by our willingness to use customer resources to complete parts of assignments where feasible.



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