



**RH Consulting, Inc.**

*Getting the most of your IT investment*

# Technology and Your Future

Giving your company the ability to compete and win

**Draft**

As of January 22, 2010

# Introduction

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Is your technology an asset or liability?

Do you have a clear vision and plan for evolving your systems?

Do you have an adequate understanding of your technology?

Are you annual IT cost in line with other companies in your industry?

Are your systems providing the quality experience your customers expect and demand?

Are you managing your systems or are you at their mercy?

Does it take an excessive amount of time and effort to maintain and enhance your systems?

Does your technology pose unacceptable risks to your organization?

You're not alone. Many companies are experiencing similar challenges.

These are difficult issues, and we have the IT background and experience required to deal with them.

We help with the difficult IT problems.

Let's take a deeper look at the causes.

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# Defining a Common Problem

# Description of most Company's Computer Systems

They are **the heart** of a company, that gives it a unique personality and a unique set of problems and challenges.

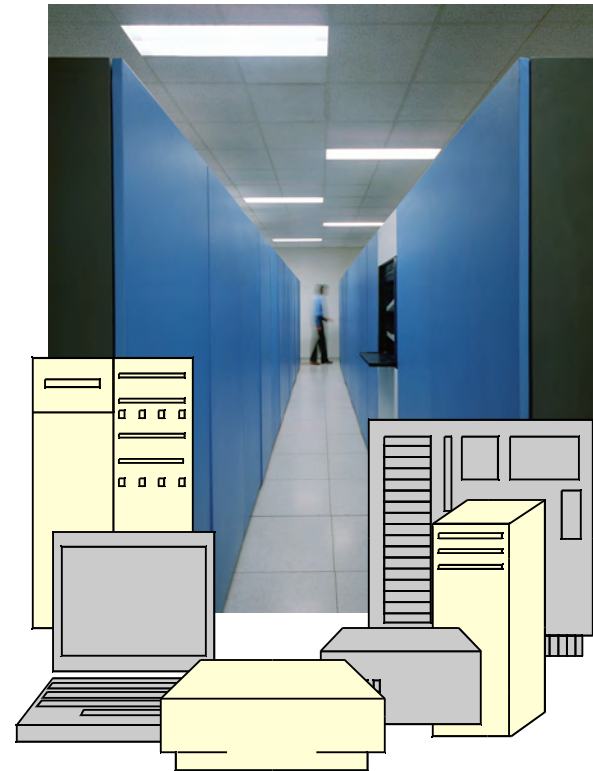
They **automate and standardize processes** and determine the company's productivity. Much of the company's critical information is embedded in data tables and computer code, which is poorly documented.

The company's very existence is dependent upon them.

They have become a disparate (utterly different in kind) **patchwork** of in-house developed and purchased hardware and software components from a variety of different vendors and eras.

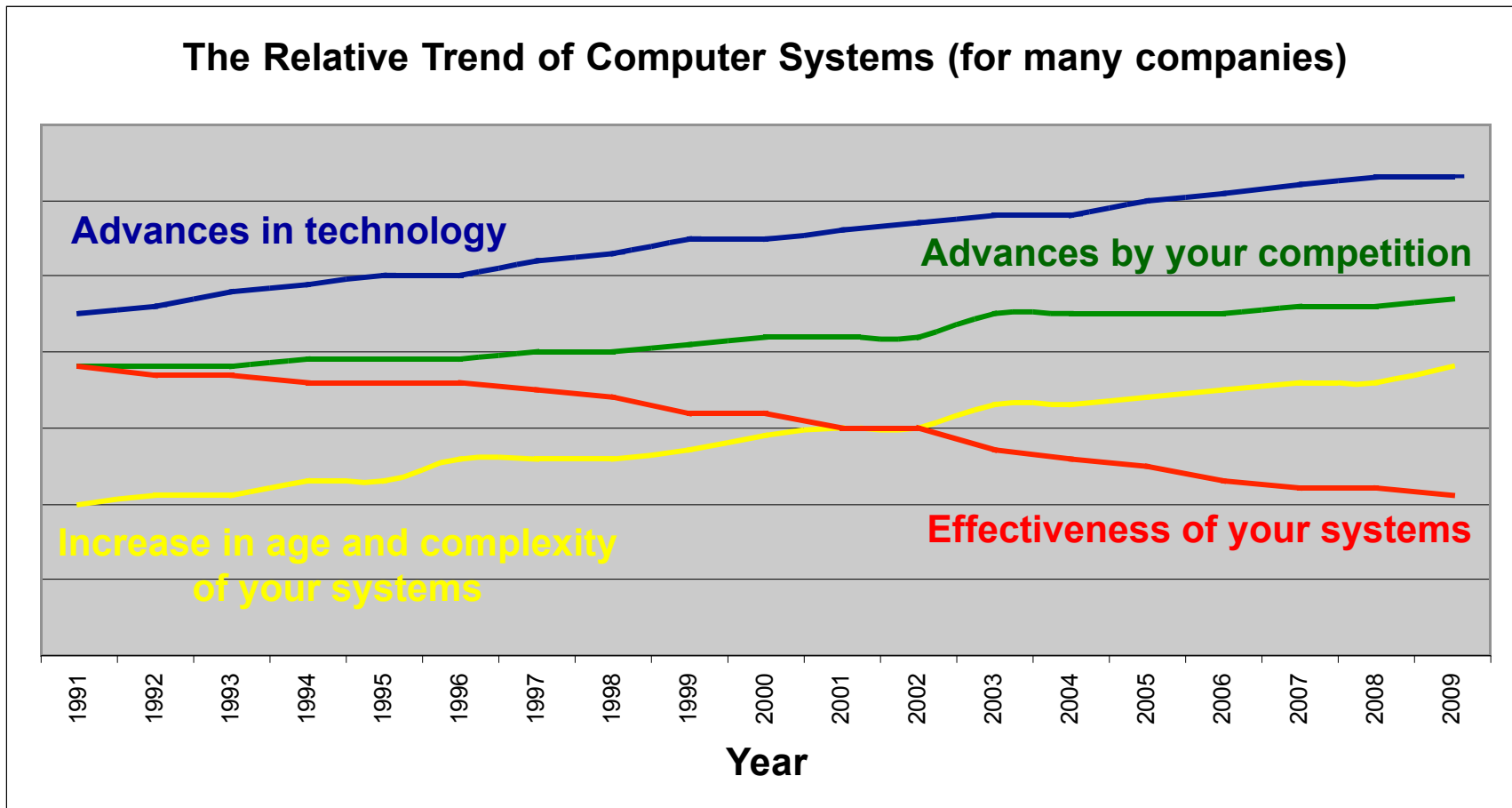
They were **developed over time** to meet specific business needs and were the result of projects that had critical short term goals and budget constraints.

This resulted in an overall system with a **high degree of complexity and redundancy**. Once part of the over system, each of the product must be supported and maintained, adding to the overall annual cost of the IT budget.



# The Trend

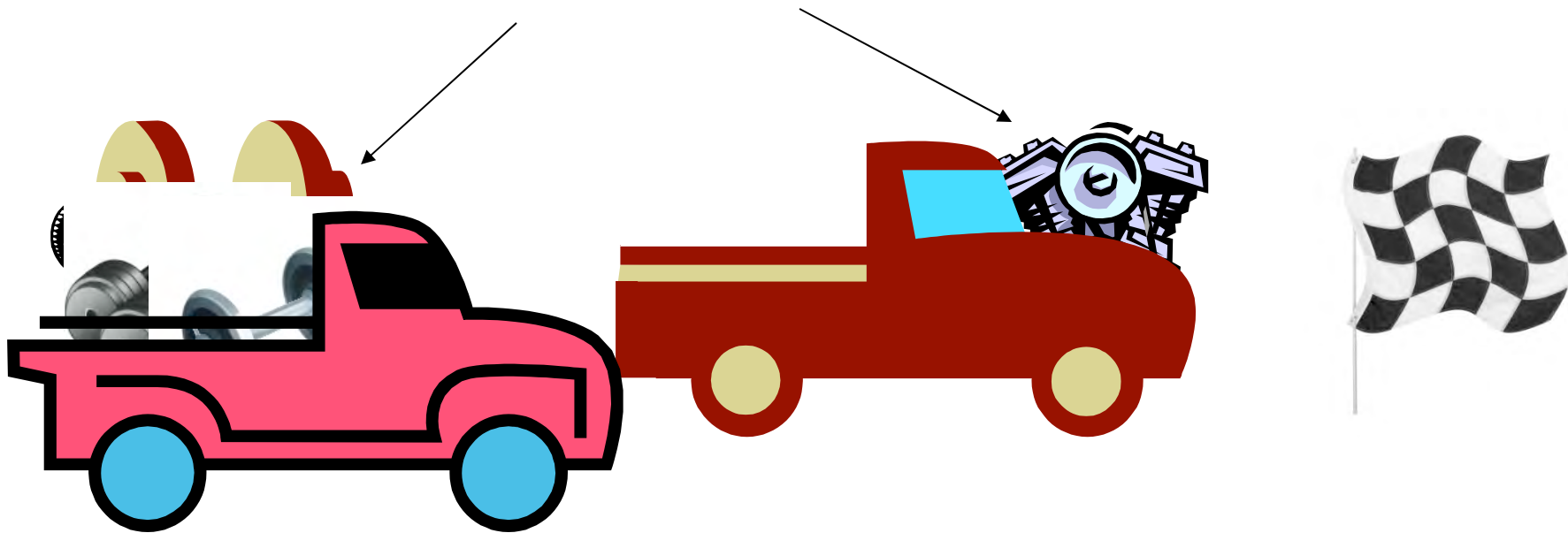
While companies have been meeting short term objectives and celebrating success, many have been unaware of the downward spiral they are in.



# Is Technology an Asset or a Liability?

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Are your computer systems more of a powerful engine driving you forward or have they become more of an extra weight that is slowing you down.



The effectiveness of your systems should be measured in:

- Efficiency.....amount of work performed relative to cost
- Quality.....dependability as well as the number and severity of problems
- Responsiveness.....amount of time and effort required to enhance and maintain them
- Risk.....impact to the company if certain events occur

# The Downward Spiral – Events and Impacts

**Cost and Efficiency** – The IT budget is taking up an increasing percent of the company's overall budget.

**Responsiveness** – It takes longer to define, code, test, implement and maintain systems.

1) Technology and your competition keep advancing

2) Most companies lack a vision and a direction for evolving their systems.

6) Operating, development, and maintenance costs increase and less money is available for modernization



3) Business needs are generally met through a series of projects with single short term objectives and tight budget constraints.

**Risks** – There is increased risk associated with obsolete technologies and finding staff that can support the technologies and outdated programming languages.

5) The overall computer systems age and become more complex.

4) Solutions with a targeted focus and limited shelf life are implemented, often adding redundancy.

**Quality** – Customer satisfaction suffers because of the number of problems and time required to fix the problems.

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# Reversing the Trend

# TIPS

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Tactical – These are actions with modest impact but requiring lower cost and timeframes

Eliminate Redundancy and Complexity – consolidate processing into fewer and newer products.

Standardize processes – standardize IT support activities (e.g. incident and problem tracking, quality assurance, vendor relations). Consistency and predictability results in more efficiency and higher quality.

Consider operating costs when selecting solutions – ensure all ongoing operating costs are included in your cost benefit analysis.

Simplify then Automate – Automation improves consistency and accuracy.

Strategic – These are actions with significant impact, but requiring higher investment and effort

Develop and Follow a Strategic Plan – A strategy is critical to success. It defines your vision and direction (the target state) and provides a plan and cost estimates (the roadmap) for achieving that vision.

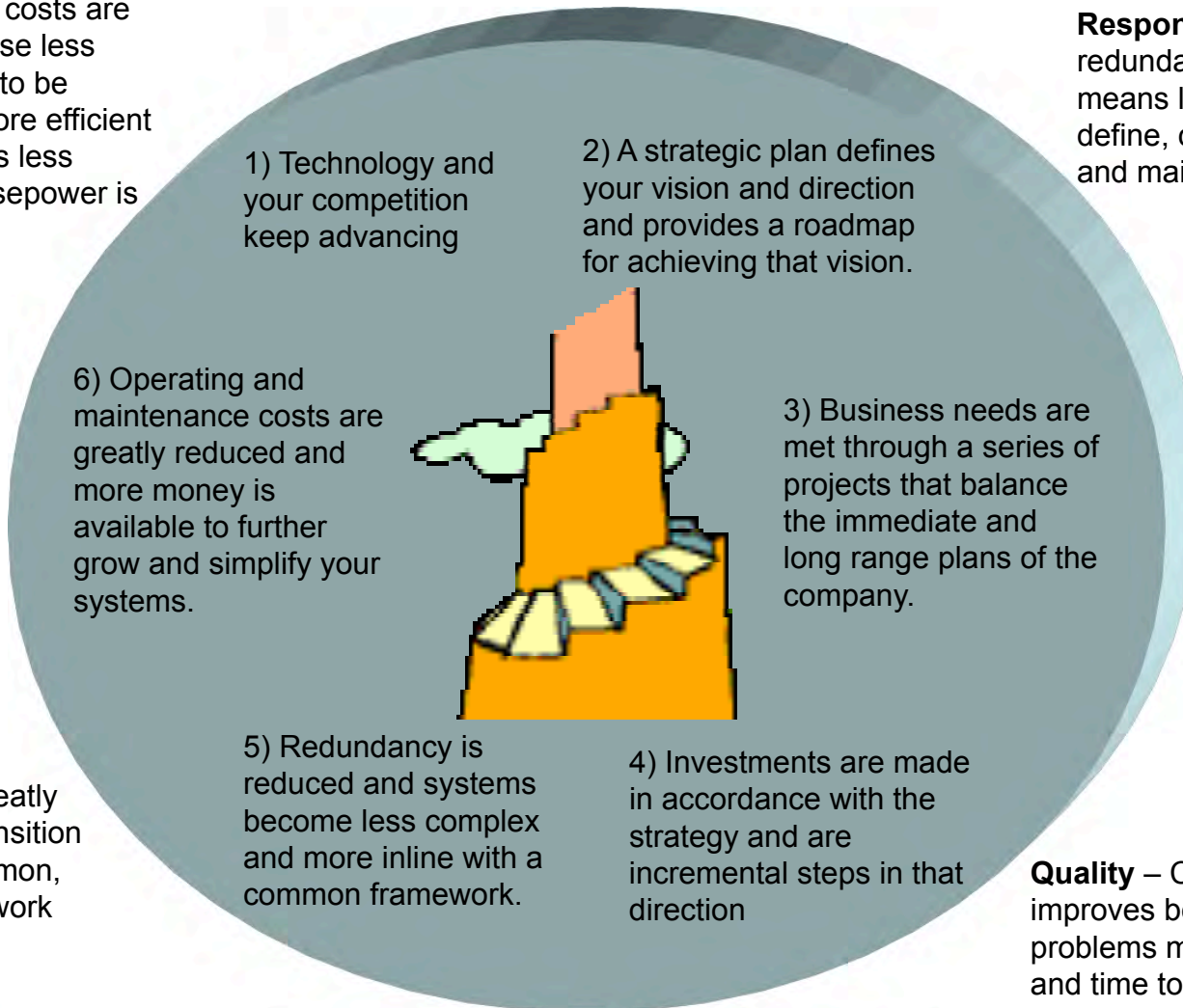
Migrate to a common modern framework (telecom, platform, operating systems) – Ensure new solutions work on top of the newer more modern infrastructure products. Avoid adopting solutions that increase dependence on older technologies.

# The Upward Spiral – Events and Impacts

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**Cost** – Overall costs are reduced because less products need to be supported. More efficient systems means less computing horsepower is required.

**Responsiveness** – Less redundancy and complexity means less time is required to define, code, test, implement and maintain systems.



**Risks** – are greatly reduced as transition to a more common, modern framework occurs.

**Quality** – Customer satisfaction improves because less problems make it to production and time to detect and correct problems is reduced.

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# How we can Help

## Difficulty in finding someone to help

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Thousands of technology companies, offer narrowly focused solutions and lack an understanding of the entire IT industry. Big name consulting firms are extremely expensive and often push proprietary solutions.

We are a high value alternative to big name consulting firms and can be your trusted partner to provide guidance, address challenges, and tune/automate processes. We will help you develop a strategy and plan that will achieve immediate business needs, but will also evolve you to a brighter and healthier future. Below are areas we can address:

Technology (“The Right Solutions Implemented in the Right way”) - Our focus is on optimizing your IT operation. Our team has extensive IT experience with leading consulting and fortune 500 companies. We have in-depth knowledge of the marketplace and IT industry with certifications in areas such as PMP, Six Sigma, ITIL, CMM, and TMM. We can augment your existing staff with needed expertise or function as an interim CIO.

People (“The Right People doing the Right Job”) - Our focus is on helping people become as effective and compliant as possible with the help of technology. We bring extensive experience in human resources, business process modeling, and people change management. We can augment your existing staff with needed expertise or function as an interim HR Director or Business Analyst.

## Product Offerings - Tactical Options (1 of 2)

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**Technology (Improving your IT Operation)** – Our goal is to improve the efficiency, quality, and responsiveness of your IT organization while reducing overall technology risks. We understand technology and how modern IT organizations operate. Our tactical services include:

Telecom Cost Analysis and Recovery – The telecommunications industry is extremely complex and telecom companies rarely make mistakes in the end-customers' favor. We have extensive expertise dealing with telecom companies, recovering large refunds, and securing price reductions. Our offering has no upfront costs for you. We make money if you save money

Application Development Processes – Running an IT organization is extremely complex with many critical support functions (e.g. supplier management, problem management, disaster recovery, Standard Lead Times). We apply internationally recognized ITIL standards in evaluating and recommending process improvements. We will help you run your IT organization like a profit center and improve your bottom line.

Web-Development and Interactive Communication - Communication is critical to success, and web development is a key component of communication. It could be outward facing (marketing), internal facing (policies and procedures), or interactive (automating business procedures). We have extensive experience in web and interactive program development. We can improve marketing exposure through search engine optimization.

## Product Offerings - Tactical Options (2 of 2)

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Vendor Selection and Negotiations – Choosing the wrong product or solution can have severe consequences, and paying too much is not wise. We understand the IT industry and marketplace. We can document your requirements, identify vendors that have solutions, create a request for proposal, identify a short list qualified vendors, and help with contract negotiations.

PMI Education and PMP Certification - Because we provide official PMI education and testing for PMP certification, we understand effective project management techniques. We can evaluate and tune your project life cycle as well as train your project managers.

Business Requirements Definition – For large or complex projects, you often need someone to facilitate requirements-definition meetings between technology and business personnel. Our structured processes make the meetings more enjoyable and productive.

Sourcing Options – We have in-depth experience in sourcing options. We can help find people with the right skills to add to staff. We can also help select the right company to manage a specific project or augment your staff.

# Product Offerings - Strategic Options

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Business and Technology Strategy – A strategy is important for long term success. It helps resolve major challenges and position you to achieve future objectives. When followed, your investments are incremental steps toward your vision. We have extensive experience developing modernization plans as well as business and technology strategies. We help document your vision and direction (target state) and develop action plans and estimates (roadmap).

Modern Architectural Concepts and Technologies – In order to make sound investment decisions, you need to understand technology. We have extensive experience with the latest IT architectural concepts and technologies. Our guidance and support will allow you to make decisions that will result in long term efficiency and effectiveness of your business.

Virtual Business Solutions – Many small-to-medium-sized companies find it more cost efficient to outsource their business processing. The latest buzz word is “Cloud Computing”. If you are considering this option we can help you evaluate the risks and benefits.

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# Appendices

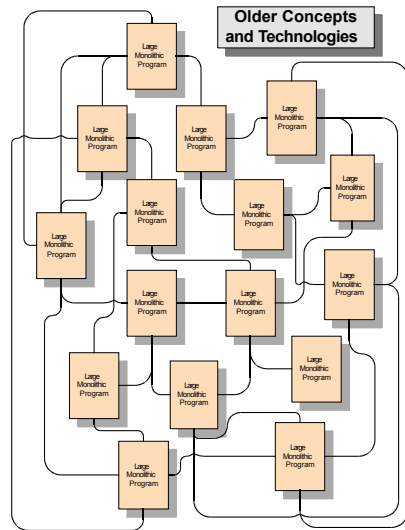
# Older vs Newer Architectural Concepts



We don't have time today to discuss the differences in technology architectural concepts, but they are significant.



## Older IT Architectural Concepts



Your systems may be based on the older concepts and technologies and you may be forced to continue to enhance these systems.

But the newer concepts are more efficient, the shelf life is longer, and the risks are considerably lower.

## Newer IT Architectural Concepts

