www.itconvergence.com

# ITConvergence®

EXPERIENCE the power of results

# CONSULTING SERVICES

ICS | IT CONVERGENCE Consulting Services

## RELIABLE FULL PROJECT LIFECYCLE CAPABILITIES AND GLOBAL EXPERIENCE

IT Convergence (ITC) has the business experience and global capability to service your organization around the globe. From our strategically located offices worldwide, our consultants deliver the functional knowledge, technical knowledge, and localization expertise that translates into a successful project. By partnering with IT Convergence Consulting Services, your company gains the benefit of working with a leading professional services provider.

- **Global project management:** Our extensive experience in delivering global-scale enterprise solutions and our deep understanding of the business, the technology, and the implementation issues allows you to achieve a better and faster return on your investment.
- **Full project lifecycle capabilities:** From start to finish, ITC will help you achieve results through all phases of your project's lifecycle. Our proven project management methodology is critical to delivering services, adding value, and completing your project on-time and on-budget.
- **Business focused consultants:** Our consultants provide not only functional and technical expertise, but also business knowledge that helps you reengineer your business processes effectively.

## IMPROVE YOUR BUSINESS PERFORMANCE

ITC delivers solutions that transform your business, improving your company's performance and results.

- **Oracle applications and technology services:** ITC covers the entire Oracle E-Business Suite and database level. Implementing global ERP, CRM, HRMS, and ASCP initiatives for a broad range of industries, educational institutions, and public sector organizations, has given us extensive knowledge that spans all module and release versions.
- **Project management:** The Project Management Office (PMO) provides proven methodologies, practices, metrics, and management tools to execute your project successfully and monitor progress and results at all times.
- **Implementations, upgrades and migrations:** Incorporate new functionalities and version levels without critical interruptions. Count on ITC to upgrade or migrate new systems and smoothly install them on your platform.
- **Extensions:** We custom tailor extensions to your Enterprise application to provide the functionality needed to meet your specific business needs. These services can be performed by our on-site consultants, or remotely through our Development Services Center.

### Project Management Methodology

Provides approach, guidelines, techniques, tools and templates to assist in the critical project management tasks

| PROCESS | PLANNING | CONTROL | COMPLETION |
|---|---|---|---|
| Control & Reporting | Plan Objectives, Acceptance Criteria, Scope & Approach, Risk Containment | Expectation Management, Project Status Reporting, Scope & Change Control, Problem Issue Resolution, Communication | Sign-offs/Approvals<br>Project Completion Report |
| Work Management | Work Planning (WBS) | Define & Monitor Workplans<br>Budget vs. Actual Reporting | Deliverable Sign-off |
| Resource Management | Estimate Effort, Financial Plan, Project Organization | Coordinate<br>- Functional vs Technical<br>- Consultants vs Client | Staff Assessment<br>Education Needs |
| Quality Management | Start-up Plan<br>Communication | Project Walk-throughs, Deliverable Reviews, Monitor Conformance to Requirements/Scope | Monitor/Lessons Learned<br>Healthchecks/audit |
| Configuration Management | Knowledge Management | Release Management | Complete Project Library |

ORACLE CERTIFIED ADVANTAGE PARTNER

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- **On Demand Consulting:** Seasoned functional and technical consultants can help you fill your resource needs for your projects, at any time. By supplying a highly focused team, we are able to provide a customized solution within the scheduled timeframe.

We add value for your organization at each stage of your project, beginning with the definition of the project objectives and approach, strategic planning, business solution modeling and design, and ending with post-project evaluation and support.

## JUMP START ACCELERATORS

IT Convergence's Consulting Services employs specific business accelerators that make a tangible impact on your project management. The ITC Tool Kit enables a jump start for global implementations, utilizing Oracle's proven Application Implementation Methodology (AIM) for Business Flows.

| | |
|---|---|
| **Management** | **PMO** Program Management/Engagement Management<br>**PM** Project Management & Quality Assurance |
| **Solution Delivery** | AIM for Business Flows based on Oracle Business Model (OBM)<br>Definition → Elaboration → Build → Transition → Production |
| **Organizational Readiness** | Organization Education, Training & Change Management |
| **Support Services** | Technology, Database and Ongoing Support<br>Functional & Technical Help Desk |

- Business specialists thoroughly analyze your business processes and procedures.
- A Future Process Model, which becomes the starting point for solution planning, is defined based on the results of the analysis.
- Consultants draw on ITC's knowledge base to identify key areas which can be improved with new technology or new functionality.
- A solution is deployed, which is tailored to your organizational needs and strategically optimizes productivity and efficiency.
- Starting from day one, we deliver a preconfigured training environment to your project team.

By sharing Best Practices, focusing on the right process, and providing the right tools, we can successfully accelerate your project.

## EDUCATION THAT PUTS YOU AHEAD OF THE GAME

ITC offers a comprehensive range of education options to ensure that all stakeholders can quickly leverage solution functionalities to create maximum value. Knowledge transfer and mentoring occurs throughout the project lifecycle.

Our Build-to-Order curriculums are tailored to your Applications or Technology footprint, and emphasize your specific needs and business processes.
Varied delivery options allow you choose the time and instructional format which is right for you.

## ISS MANAGED SERVICES

IT Convergence Support Services (ISS) provides reliable, cost-effective Managed Services, Development services and Staff Leasing, as well as Hosting for global organizations of all sizes. ISS leverages a broad range of expertise to simplify both the cost and complexity of IT, which allows you to focus on your core business.

ISS solutions include proactive 24 x 7 x 365 functional application support, technology stack management and monitoring in a remote-computing delivery model. ISS covers Oracle, PeopleSoft and JD Edwards E-Business Suite applications; System administration for Unix, Linux and Windows; and Database administration for Oracle, DB2, SQL Server, and MySQL.

## TO LEARN MORE ABOUT THE RESULTS WE CAN PROVIDE, PLEASE CONTACT US:


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