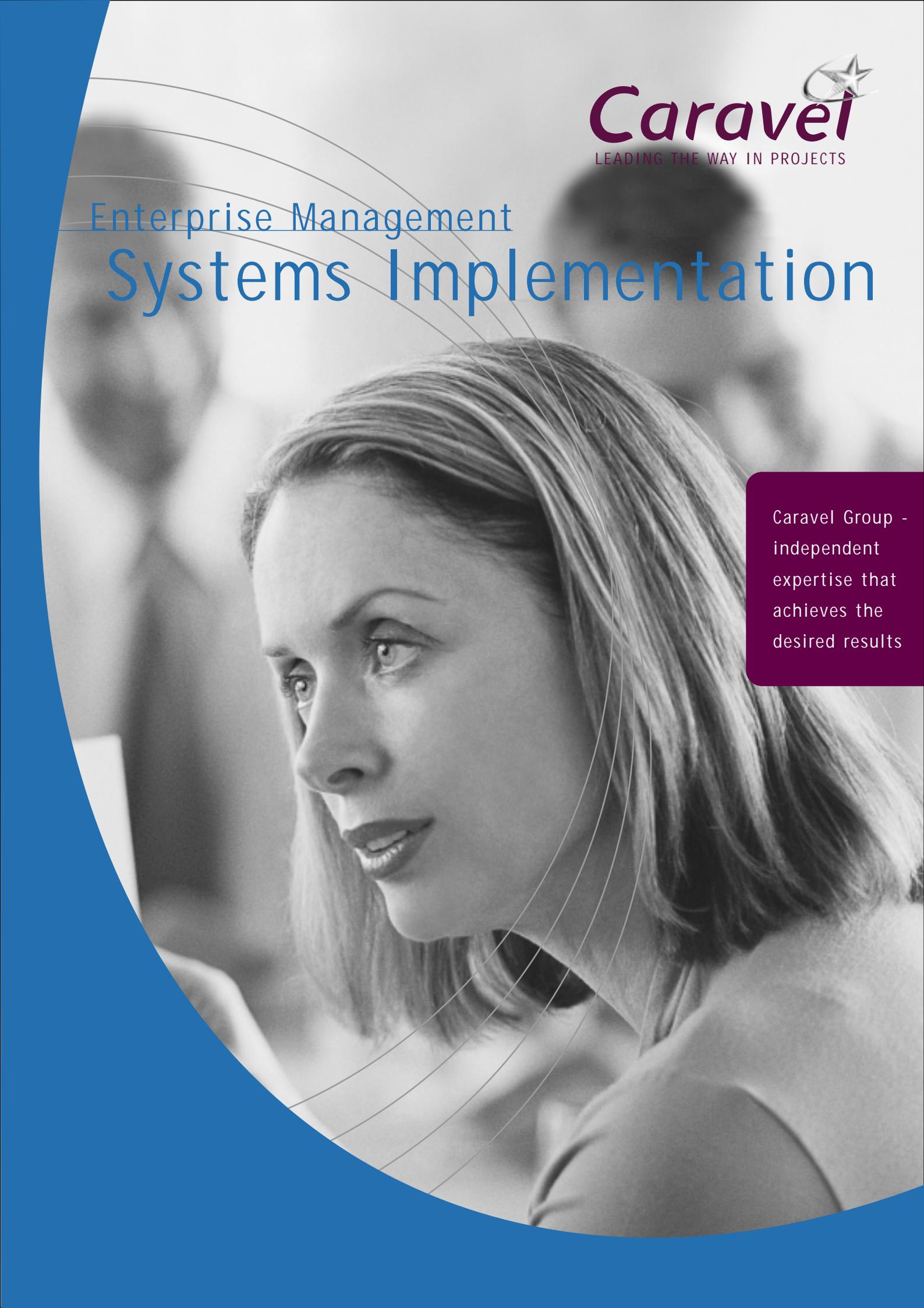




# Enterprise Management Systems Implementation



Caravel Group -  
independent  
expertise that  
achieves the  
desired results

# A Matter of Choice

A well functioning management system is vital for the smooth day-to-day running of any organisation. It is critical that the system appropriately meets all business needs and grows with the business. But clearly every business is different and one system certainly doesn't fit all.

The upgrade to a new management system represents a major investment and is often a bewildering process with an array of management systems on the market. Given the impact of the investment on the business, however, it's imperative to make the right choice. An inappropriate system inevitably translates into increased costs through add-ons and may even need replacing altogether as the business outgrows its capabilities.

Purchasing and implementing a new system requires objectivity, analytical skills and experience. Caravel Group offers this within a truly independent consultancy, free from bias and external influences the focus remains firmly on finding a solution that best meets the client's specific needs. As a leader in projects and with a solid background in change implementation, Caravel has what it takes to facilitate this critical decision making process.



## Functional and operational areas of Enterprise Management System

The functional and operational areas that make up Enterprise Management Systems need to be fully investigated and considered in the decision-making process.

To decide the most appropriate system for the business, it is important to know how each of the functional and operational areas (along with systems infrastructure) fits into the system.

This can be a complex task, requiring a range of subject matter experts. Caravel therefore assembles a team of appropriately qualified and experienced subject matter experts to investigate each of these areas within their role as part of the project.

Caravel carefully considers all application and infrastructure areas that are involved in the Enterprise Management System



Desktop Client



End User



Remote Access System/Web

### APPLICATION AREAS

#### IT SECURITY

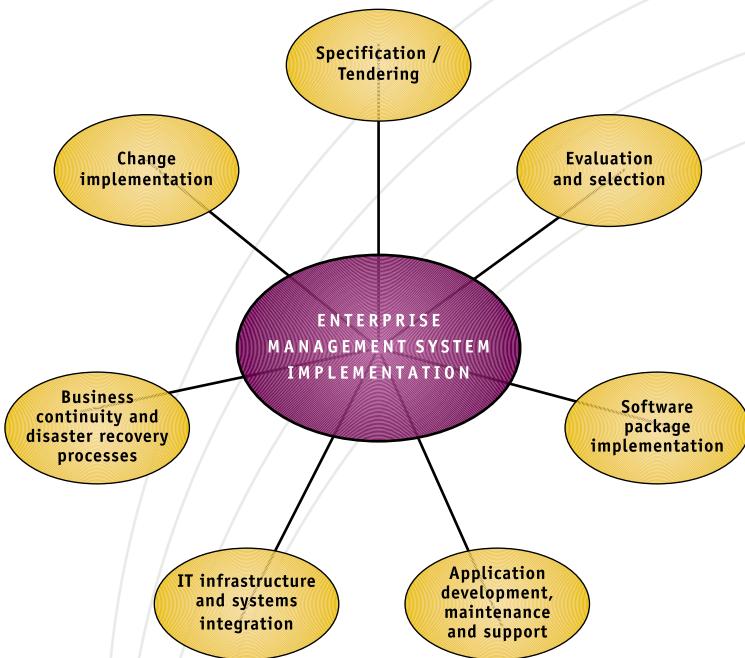
Financial Management Information Systems (FMS)	HRMS/Pardly Rostering	Contract & Procurement Mgmt	Project Management	Reporting Systems (EIS/ Data Mining/Data Warehousing)	Customer Management/ Contract Management & CRM	Call Centres & Service Management Centres	Supply Chain Management	Maintenance Management	Sales, Product & Marketing Mgmt	Knowledge Management/IP & Document Management Systems
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### INFRASTRUCTURE AREAS

#### IT SECURITY

- Systems Architecture
- IT development & test facilities
- Data centres
- Networks
- Security
- IT & T Operational Infrastructure
- Development tools & methods
- Desktop
- Remote Access Services
- Business Continuity Processes/  
Disaster Recovery Processes

CARAVEL'S ENTERPRISE MANAGEMENT SYSTEMS IMPLEMENTATION SERVICES  
COVER THE ENTIRE SYSTEM IMPLEMENTATION LIFE CYCLE



### Getting the basics right

The first steps are often the most important because they define the direction. During the specification and tendering phase Caravel will thoroughly define the business system requirements such as functionality, processes, business rules and data. These are necessary to create a viable solution for the business and provide the necessary foundation for effective evaluation and selection later on.

Existing business processes are documented, reviewed and upgraded as part of the analysis & design phase. Please refer to Caravel's Business Process Innovation brochure for further information.

Throughout the process, Caravel keeps a top level view to ensure continuity of the strategic vision that was developed during the feasibility and project development phases.

## **Implementation without hiccups**

Implementing an enterprise management software package is not always straightforward because off-the-shelf packages are rarely suitable. The successful system implementation therefore often requires the careful integration with other co-operating applications.

Issues relating to IT security management and data management (data ownership, custodianship and maintenance) are addressed on a corporate policy level while systems experts establish the relationship between the applications i.e. which system is the ‘master’ and which system is the ‘slave’.

Skilled in the implementation of enterprise management systems, Caravel's execution is underpinned by a strong track record and defined by an absence of unpleasant surprises. While the objective is to implement the best system that meets current and future business needs, the implementation process itself is designed for maximum effectiveness and a minimum of disruption.

## **Making it work and keeping it going**

Systems usually require a level of modification to provide additional functionality which usually this involves the development of software. This is carried out within the area of application development, maintenance and support.

This area also usually encompasses the development of additional, customised reporting systems beyond those that come as standard with the application. Caravel therefore creates a separate and safe testing environment, coupled with CASE tools.

An effective application development, maintenance and support process, however, requires expert skills such as solid software configuration, change version and release management processes.

Caravel's highly skilled experts are able to draw from vast experience in similar projects and will work alongside your organisation to ensure that this key area provides the solid foundation for the long-term system success.



## IT Infrastructure and Systems Integration

The successful delivery and implementation of an enterprise management system/software and subsequent business functionality is dependent on the delivery of an appropriate IT and Telecommunications (IT & T) platform to support it.

This includes all desktop hardware, client software, IT & T networking, security as well as the data centre equipment and systems.

A successful platform has to be effectively supported by technical specialists. It also requires reliable operational management systems, including those interacting with suppliers, that are proven to work.

Caravel's approach therefore acknowledges the need to manage delivery of full training of all technical support staff and supplier staff involved in the various systems and support mechanisms.

Existing building services where the systems are stored must be reviewed as part of this process.

## Protecting against worst case scenarios

Disasters don't strike often but when they do, they generally result in major disruption and losses for businesses. The establishment and implementation of business continuity processes manages this risk. However, these processes and systems must be practiced by key staff to ensure they will be effective when required.

Like any systems process, they must be fully integrated with all configuration and change management processes to ensure their baseline position is maintained at all times.

Caravel's expert will work closely with your business to define an initial Business Continuity Plan that recognises the specific requirements of your business. Regular test scenarios ensure that staff are familiar with the business continuity processes and the systems work when required.

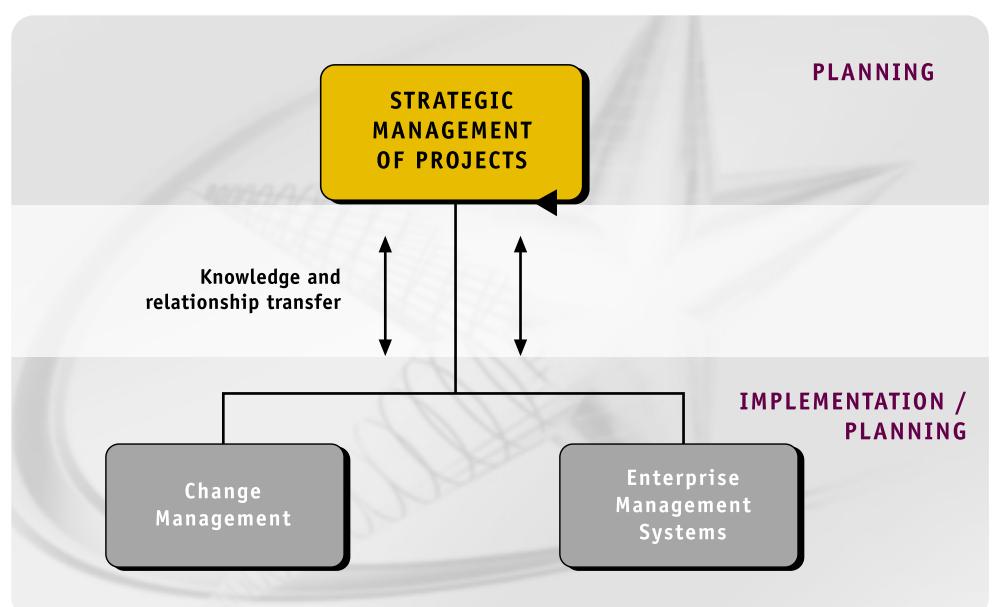
## Managing the change

A new system always represents change. It alters the way in which people undertake some processes within the business. Given the changing environment, it is advantageous for the implementation process to be conducted under a change management programme.

The implementation process must consider the system end user and the needs for training, end user support (help desk) and the like.

Caravel is thoroughly experienced in change implementation and understands the complexities involved in moving to a new operating environment. Please refer to Caravel's Change Implementation brochure to learn more.

Together with Strategic Management of Projects and Change Implementation, Caravel's Enterprise Management Systems Implementation forms a co-ordinated suite of services that ensures efficient knowledge transfer and continuity.



## The Caravel Methodology

	ANALYSIS	DESIGN	BUILD	TENDER	INTEGRATE & TEST SOLUTION	TRANSITION INTO SERVICE	SUPPORT MAINTAIN & OPERATE
FUNCTIONAL REQUIREMENTS & RESULTING BUSINESS APPLICATIONS	Specification of requirements; Specification of business system requirements (includes results from Business Process Innovation)		Tender, evaluate, select, implement				Operate, support and maintain
INFRASTRUCTURE	Current platforms and networks		Implement new platforms				Operate, support and maintain
CHANGE MANAGEMENT	HR skills and processes		Implement new processes, HR skills. Select, train & promote				Operate, support and maintain
SOFTWARE DEVELOPMENT	Specification to requirements		Build the functionality not delivered by packages				Operate, support and maintain
DATA CAPTURE & CONVERSION	Specification to requirements		Prepare target database(s); Capture and convert data				Operate, support and maintain
BCP & DRP PROCESSES	Specification to requirements		Practice		System trials, testing fixes, training updates		Operate, support and maintain
TRANSITION	Specification to requirements		Build transition capability			User trials, communications and backout	
OPERATIONS	Specification of requirements for Operations, Support and Maintenance		Procure suppliers for support and maintenance. Train Operations staff. Build support and maintenance capability and utilities				Operations performance management and reporting

## The caravel

The caravel was a 15th century Portuguese sailing ship. We've adopted the name because the caravel was a specialist vessel. It was built for long voyages of discovery with the objective of finding new worlds, wealth and trading opportunities. The caravel was faster, more maneuverable and better suited for this purpose than other vessels of its day. And those who sailed the caravel required courage conviction and specialist skills.

Our company is just like a caravel. It is a specialist organisation built to meet the project management needs of its clients – and a project is similar to a voyage in many ways. A project begins with the need to meet an objective. It requires courage, conviction, calculated risks and must ultimately lead to the delivery of the end objective to be gauged a success.

## Caravel's range of project services

As a leader in projects, Caravel offers a range of specialised consultative and implementation services that span the entire life cycle of a project from inception, through implementation to final hand-over. Caravel adds value at every point along the way through project management services for:

### **Strategic Management of Projects**

Core services include:

- Multi-project management
- Organisational Resource Management
- Value Management
- Project Feasibility Studies
- Critical Chain Modelling
- Organisational Project Management Maturity Assessment

### **Project Assurance**

Core services include:

- Project Governance
- Project Audits
- Project Health Checks
- Project Performance Management
- Recovering Troubled Projects
- Project Risk Assessments
- Post-implementation Review
- Mentoring and Training

### **Project Planning and Execution**

#### **Change Implementation**

#### **Business Process Innovation**

#### **Business Partnering**

#### **Enterprise Management Solutions**

#### **Mission Critical Moves**

#### **Customer Contact Centres**

#### **Service Management Centres**

#### **Operational Control Centres**

#### **Safety Critical Projects**

#### **Dealing Rooms**

#### **Bid and Tender Management**

Caravel can tailor a range of industry-specific services to suit the exact needs of your organisation.

Please refer to our website for your nearest  
Caravel office: [www.caravelgroup.com](http://www.caravelgroup.com)