



The ROI Consul Analysis Methodology

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ROI Consul

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The ROI Consul Analysis Methodology

The ROI Consul Analysis Model

ROI Consul have an in-depth and proven experience of analyzing, documenting and implementing IT systems. Below can be found our approach to the delivery of upgraded or new ERP, IT and Reporting systems.

ROI Methodology:

The ROI Approach to Evaluation, Analysis, Documentation and Implementation of IT Change pretty much follows the regular approach to Business Analysis as defined by British Computer Society.

The key entities that we focus on are as follows:

Feasibility

Creation and Development of Business Case

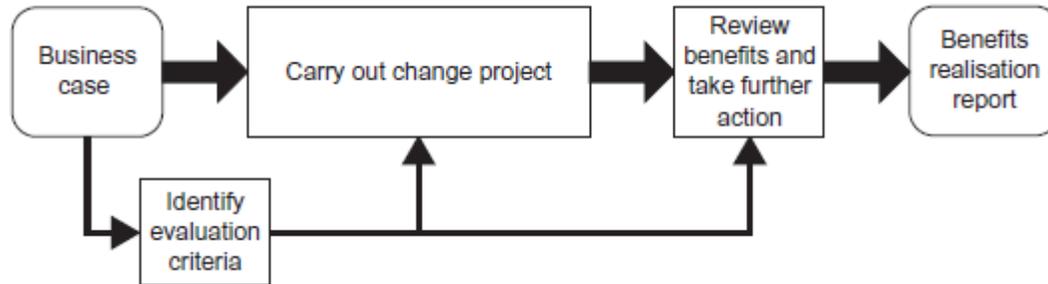
Typically, a business will not go ahead with a new or revised system without first building a business case. We at ROI Consul are able to offer an initial assessment of your ERP, IT or Reporting system to determine if your investment is going to bring real world benefits.

The approach to feasibility studies that we use, is documented below.

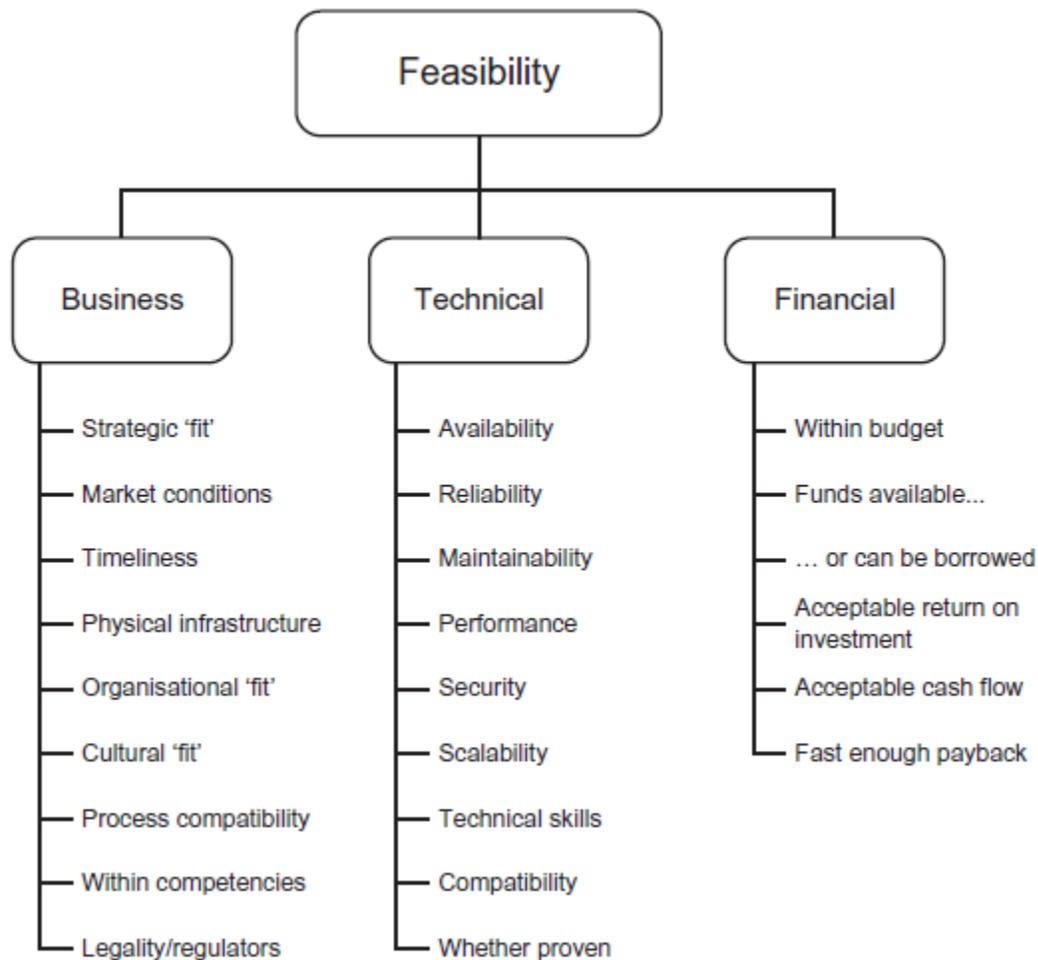


The real world implications of a new or revised business system is often interpreted in a cost-benefit scenario. It is only at this point and with the holistic picture we can determine the feasibility and then measure the Return on Investment once the IT Change has been carried out.

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There are many factors that influence the feasibility of a particular project, not just initial cost and benefits. During our assessment and feasibility study the following key elements are considered, documented and taken to the business owners.

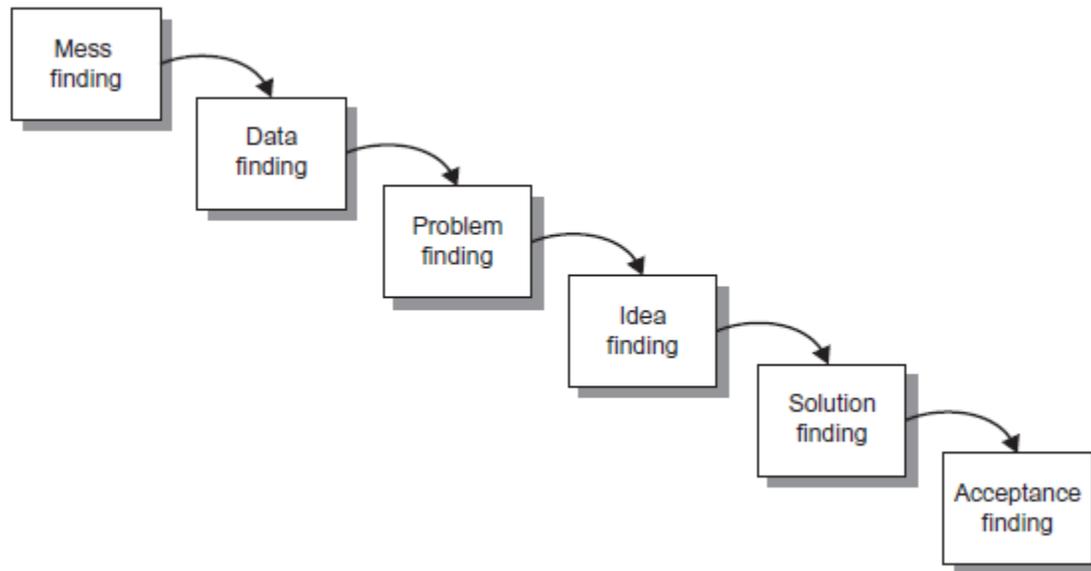


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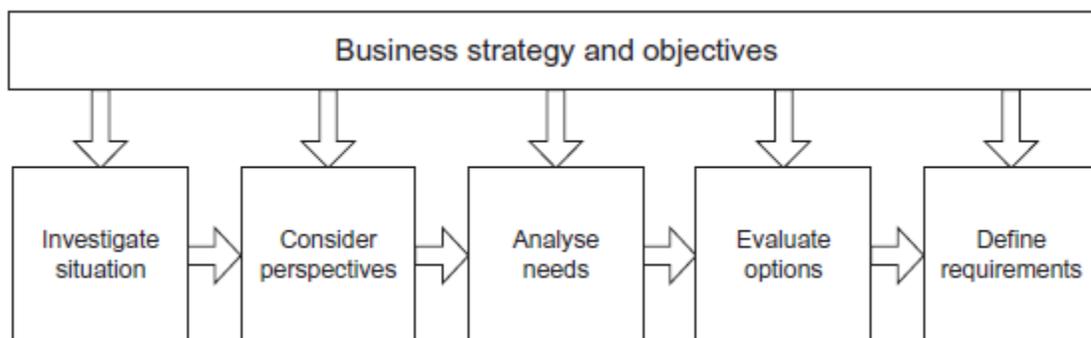
Once we have produced a business case, and the key stakeholders are satisfied that any investigated project is ready to proceed, we use the following consultative approach during the implementation process:

System Analysis, Documentation and Implementation

Problem Solving Model



Process Model



Stakeholder Analysis and Management

This is a key element to all projects. ROI are well versed at understanding who are the stakeholders and working out how their interests are best managed.

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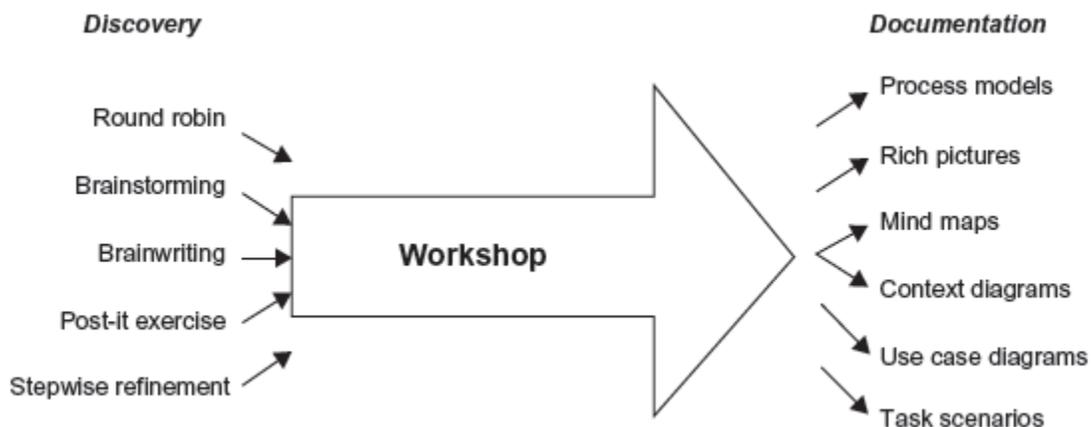
We realise that every business situation will affect a range of individuals and organisations and among this group there will be people or groups with varying levels of interest and power. This is typically because some stakeholders may be directly affected by any recommendations and may hold strong views on how the systems and working practices should be changed. Others may be affected only indirectly, and, whilst having opinions, may be less concerned about the nature of the new system.

ROI Consul is a people based company, realising that it is essentially the people that drive an organisation and we can work on every level from the shop-floor to the boardroom with ease.

During our engagements we essentially become a member of your team, allowing us to build relationships with your staff and the stakeholders. Ultimately this is a driver in facilitating information from individuals in the most efficient way.

Investigation Techniques

ROI Consul are experts at Workshop facilitation:



Clearly, to get to the root of a business issue the ROI Consul analyst will have to undertake detailed analysis of the area, identify the key stakeholders and acquire an understanding of their views and opinions in order to appreciate the nature of the work and the range of people and skills.

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Techniques used to elicit information include, but are not limited to:

- Who?, Why?, What?, When?, Where?
- Interviewing
- Observation / Shadowing
- Workshops
- Questionnaires

However, if our work is concerned with eliciting more detailed information such as data requirements or the flow of a business process, then we find that the most appropriate fact-finding techniques are those that focus on the detail, including:

- Scenario analysis
- Prototyping

ROI Consul are experts in investigating business requirements and turning them into robust documentation or models.

Business Process, System and Data Modelling

It is only after the above investigations and facilitating techniques that ROI Consul can develop a set of well-formed business, functional and technical documents from which the business can be improved and IT solutions can be delivered.

We are well versed in the toolset for documenting and modelling the business processes and systems, including:

- Word
- Excel
- Visio
- PowerPoint

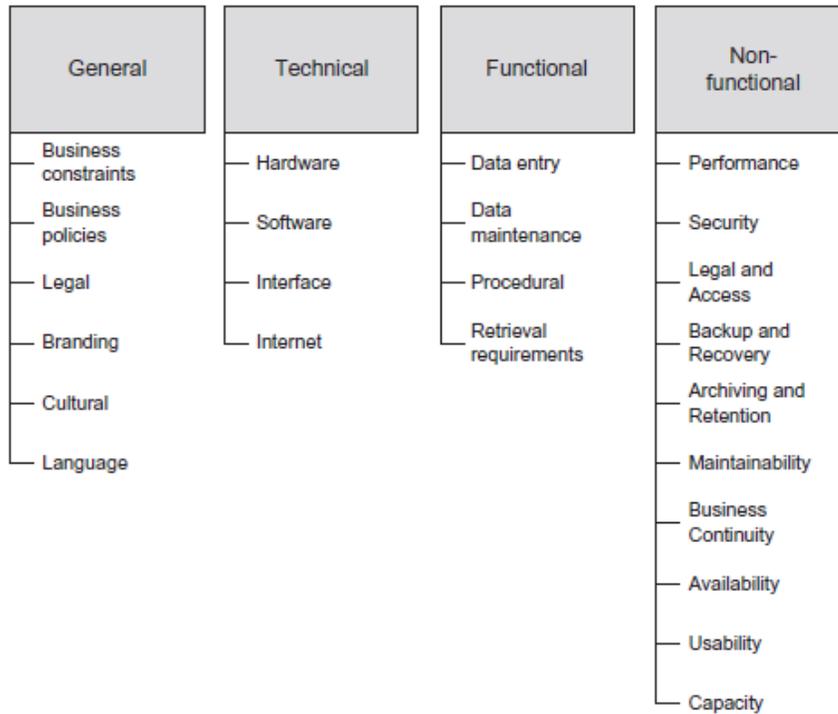
Our models are built using a variety of techniques, including but not limited to:

- Rich pictures
- Mind Maps
- Process Maps
- Swim Lane Models
- UML / Use-Case / Class

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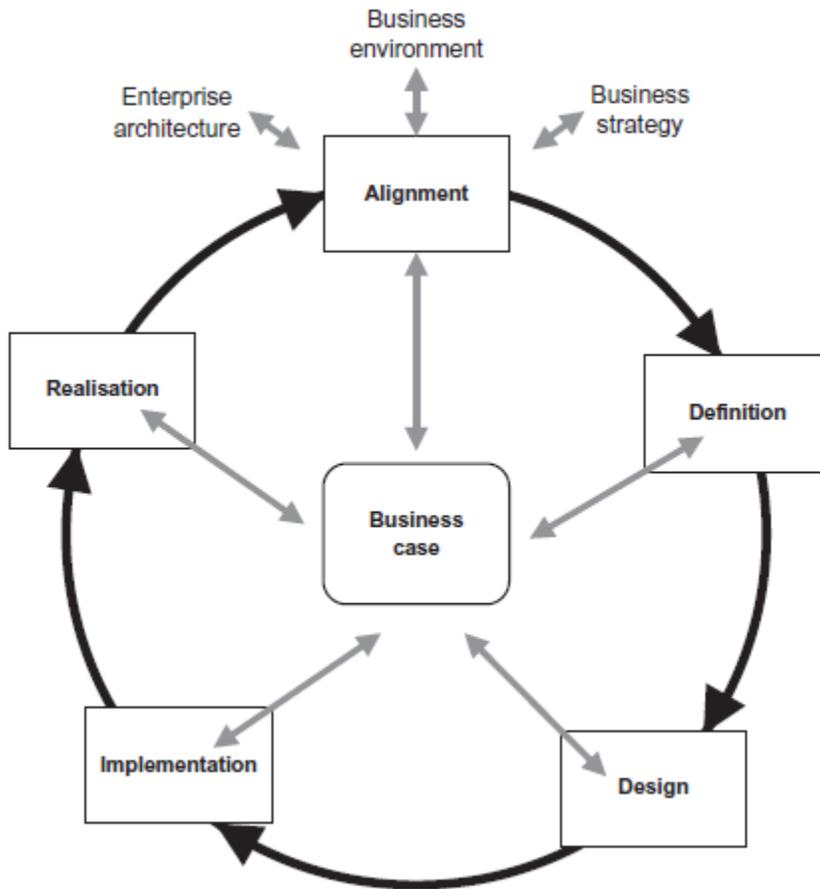
- Entity Relationship

Our documentation includes, but is not limited to the following:



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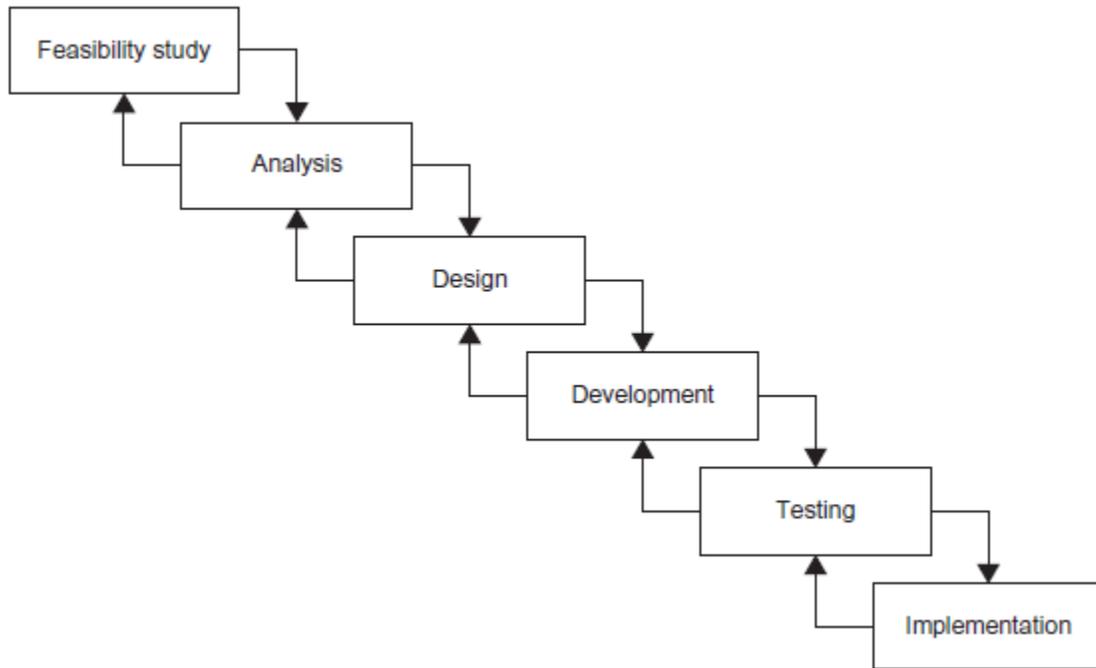
Business System Delivery



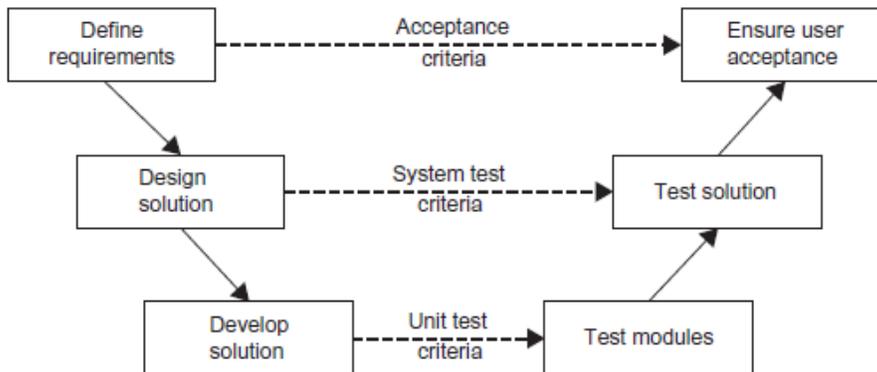
ROI Consul is experienced in Waterfall, V, Incremental and Agile delivery of Robust IT systems including Software, Reports and Databases.

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Waterfall Model

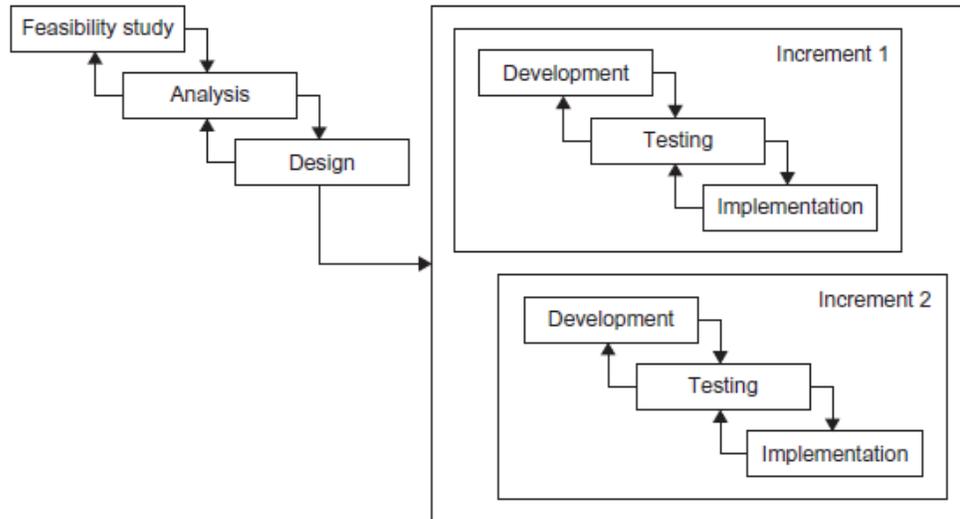


V-Model



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Incremental



Agile



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About ROI Consul

Mission Statement: To provide our customers with robust IT consultancy that gives a measurable return on their investment in us.

We are a UK based software house, developing OEM ERP Enhancements for the Epicor ERP platform. We also offer SLA support services for everyday Vantage and Epicor ERP usage including maintenance, configuration, upgrade, customisation, service connect, integration, troubleshooting and issue resolution.

We have several small enhancements released which are available for sale on our homepage at www.roiconsul.co.uk. Some of which integrate to the Microsoft Office suite.

Microsoft certified experts with accreditation's in business analysis, project management (inc. Agile), Lean and an in-depth knowledge of Signature.

We can team with you on your ERP, CRM, Web Solutions and other Microsoft Stack based internal or external IT systems and project based IT systems change requirements, and provide impartial advice on the best approach to integrations, c.o.t.s usage, customisation, operational & management reporting solutions.

Significant business process experience in Quote to Cash, CRM, Manufacturing, Distribution & Financials.

With customers world-wide, we can be available to work the timezone that best suits the project or SLA needs. From PST to HKT. With an in-depth understanding of the SDLC (Software Development Lifecycle) and a proven ability to speak to customers in their own language, globally. ROI Consul only work on solutions that we can prove and that are deliverable. All projects are fully managed, documented and tested using our own internal standards, although we will gladly work within your organizations quality and documentation parameters as required.

ROI Consul is a company that prides itself on being able to translate each business process into a technical implementation that is transparent and efficient for it's stakeholders. Our role is to understand how the business user interacts with the system, surrounding technology, the system itself and provide a solution that allows the user to

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do their job in the most efficient, effective and robust manner. This ultimately streamlines the organization, improves employee efficiency and makes life easy for all concerned!

We can integrate your systems into a synergy in which you can reduce cost and time per click, report on daily company activity effectively, as well as provide reporting for historical analysis, KPI Monitoring and improvement strategy.

If your organization uses Epicor EPM, including Performance Canvas, or are planning to do so, we can offer you expert level assistance. This includes EPM Server, Performance Canvas and associated Content packs. All EPM areas are a specialist topic for ROI Consul, having unrivalled and demonstrable project experience of this vertical. We can also offer Epicor SDK Training.

ROI Consul specialize in the following areas:

- Epicor ERP Consultancy
 - SDK and Black-Belt Customisation
 - Epicor Service Level Agreements and Service Contracts
- Business Process Review, 'As-Is' and 'To-Be' Solicitation and Documentation
- Business Analysis
- Software Architecture
- Functional and Technical Design
- Project Management
- Documentation at all levels
- System Integration
- Online and Classroom Training

Visit www.roiconsul.co.uk call 0844 884 5993 or email info@roiconsul.co.uk for info.