Business Improvement Excellence

CIO PERSPECTIVE

Contribute to business innovation

Secure operational efficiency

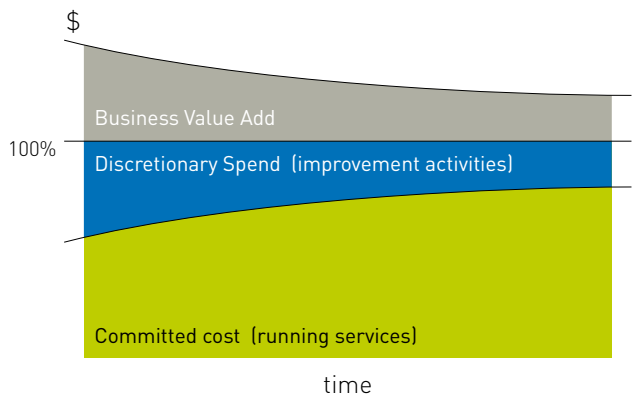
Control resources & costs

Business aligned service portfolio

Improve information quality

ORTELIUS

THE SITUATION



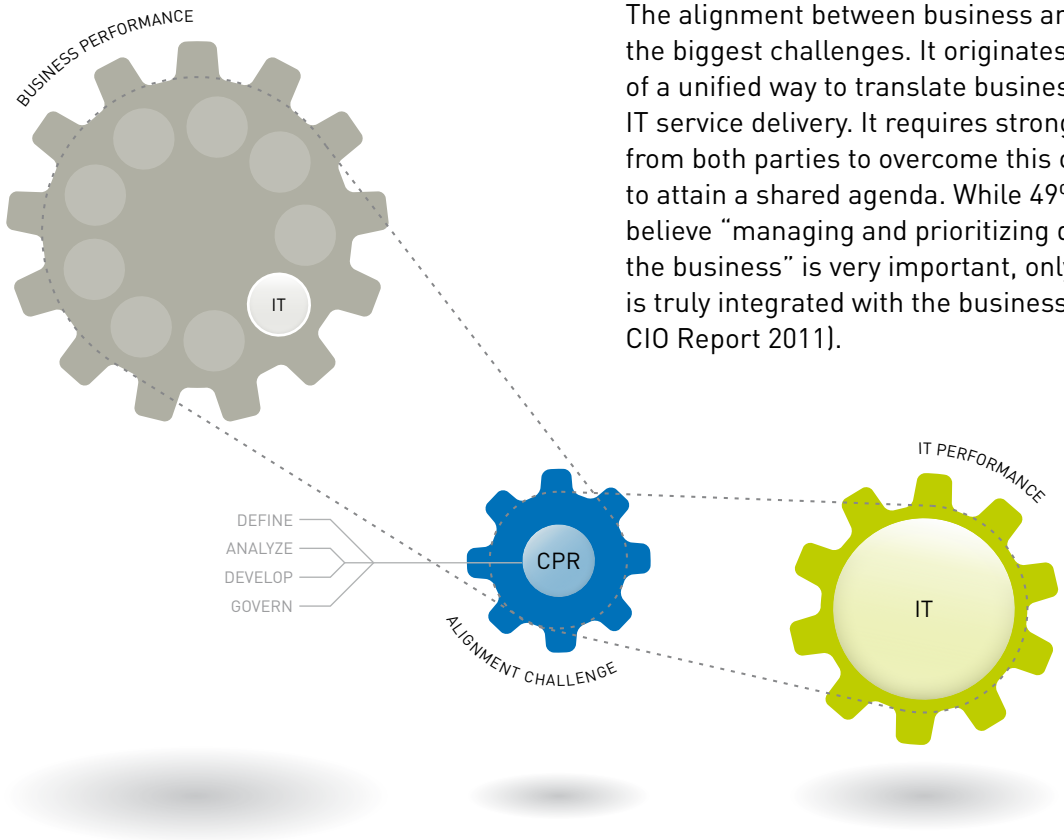
CIOs still struggle to excavate the true power of information and information technology. This struggle results in less money invested in creating competitive advantages in the business processes. The recent downturn has further refined two different behaviors within the IT organization:

Cost cutters – IT organizations that focus on cost reduction and operational efficiency.

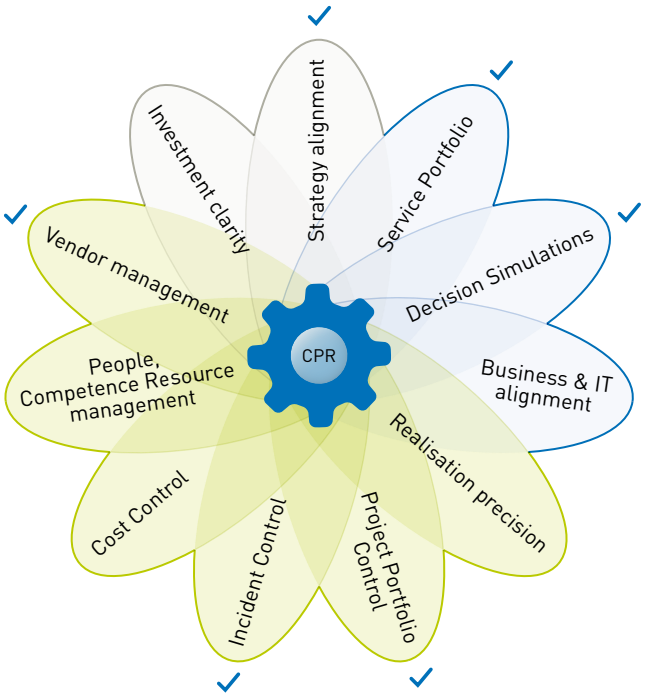
Innovators – IT organizations that focus on exploring new ways to use IT for business innovation and operational excellence within the business functions and processes – together with the business stakeholders.

CIOs should not think of this as an "either or" decision; successful IT organizations have to do both. They have to save cost and improve efficiency at the same time and accept the challenge to maintain/manage cost levels even when numbers and complexity of solutions increase. In a constantly changing environment the CIO has to make available resources for innovation and focus on elements that deliver business value. The new decade requires new skills and a new mindset of the IT leader.

The alignment between business and IT is one of the biggest challenges. It originates from the lack of a unified way to translate business needs into IT service delivery. It requires strong commitment from both parties to overcome this obstacle and to attain a shared agenda. While 49% of CIOs believe "managing and prioritizing demand from the business" is very important, only 17% think IT is truly integrated with the business (Harvey Nash CIO Report 2011).



SECURE DIRECTION

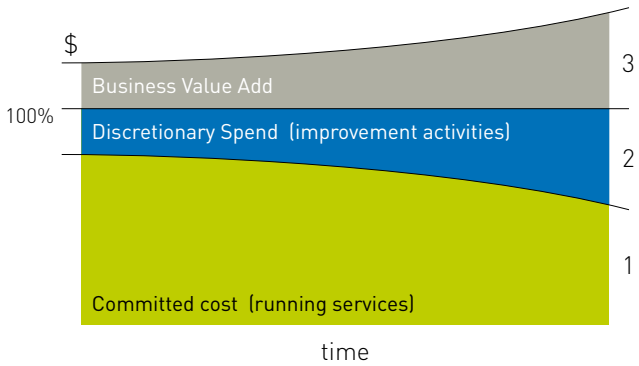


An organization of today is in constant change. Measures are taken every day to improve operations, to satisfy business needs, to increase effectiveness in service management, to define services linked to the respective SLAs. Discussions about outsourcing possibilities have to be managed at the same time as continuous learning and education of staff is on the agenda. Simultaneously it is important to know how well we have aligned the IT strategy to the overall strategy and if the investments in IT projects and transformation programs really reflects that.

On top of that is the need for improved coordination of all these activities and attaining a more unified business improvement process.

Manage this and the route to success is right in front of you!

GETTING IN POSITION



1 Getting the portfolio of services in control and visible.

In position to start reducing the committed cost.

2 Take control of improvement activities, manage requirements and take the portfolio to a level of providing capabilities.

In position to be a value provider.

3 Provide methods and tools for business improvement initiatives, enable simulations and 'what if' analyses.

In position to be a central player in strategic business transformations and fact-based decision making.

DELIVERY AND TIME TO EFFECT

Within the first 120 days of the project we guarantee an initial effect that pays off your investment. How do we do it? The initial two steps Identify Needs and Define Improvement secure that we have captured and understood the top priorities, and put them in order to execute most effectively in the Improve step.

Identify Needs	Define Improvement	Improve
5 days	**3 weeks**	**3 months**
In 5 days we make a first scan to understand the current situation, what are the top priorities for the CIO. We start capturing basic information and load it into the CPR to present the first visual pictures of your business.	In 3 weeks we make a Road-map structure for the needs identified and secure the direction for an IT Excellence Program. Then we define the main activities and the first improvement steps.	In 3 months we perform the first improvement step, deliver effects, transfer knowledge about the method and implement the first version of a Common Point of Reference. At the end of the Improve step the first cornerstone on the route to IT Excellence is in place.

Words from a customer

"We were in a continuous struggle with business regarding what solutions to use and the financing of IT services. One main issue was how to find the right models for distributing the costs to the business units and processes. Questions arose at every meeting why IT was so expensive and the business questioned us over and over again. The three months remedy was to capture today's situation and define our services catalogue from a customer perspective, with cost attributes. We had direct results in cost cutting and operational consolidation and now I can move focus to more strategic work contributing to business value".

ORTELIUS UNIQUE APPROACH

Ortelius offer an innovative approach on how to get control and be confident in the face of change. No 'big bang', rather the ability to step-by-step create a common point of reference and take control of a coordinated continuous improvement cycle. This is the beginning of real alignment between IT and business and we deliver results with speed, precision and a high level of reusability.

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