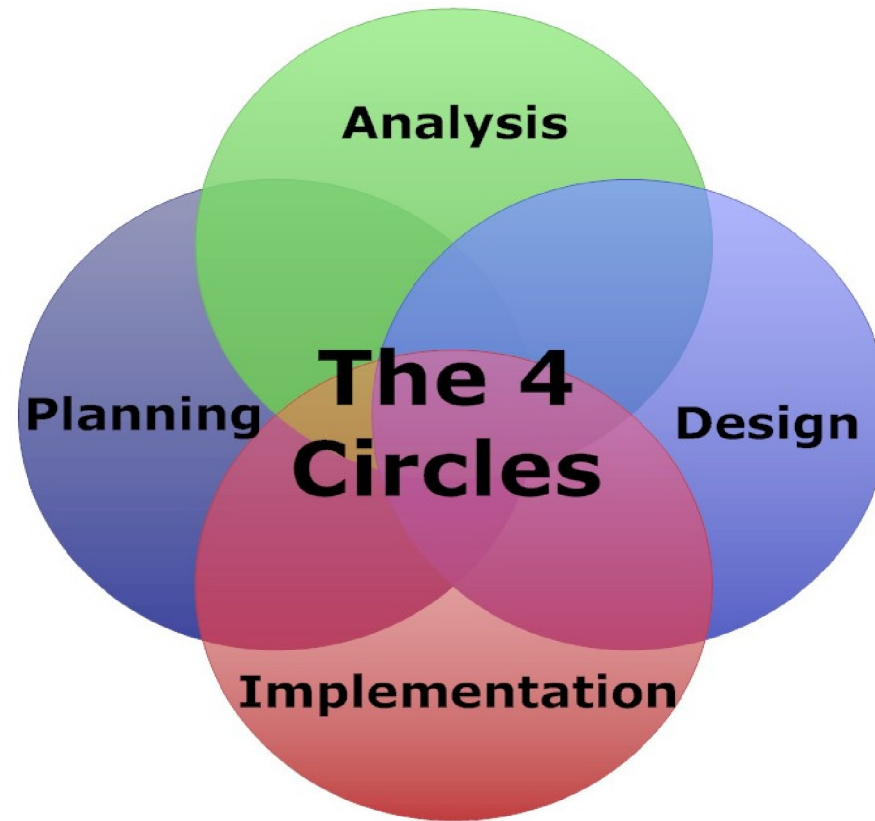


ERP consulting services



abbate
CONSULTING



We make you reach your "Best Value" thorough:

- n Choice of an effective ERP system
- n Optimisation of the existing information system
- n Reduction of redundant procedures
- n Total support to IT-related issues
- n IT strategy aligned with corporate strategy
- n Reduction of costs
- n Technology enablement
- n "Operational Excellence"

Our expertise and skills

- § System Analysis (Strengths, Weaknesses, Opportunities, and Threats - SWOT)
- § Gap & Fit Analysis
- § BPR techniques and IT strategy
- § ICT Evaluation & Independent ERP Consulting
- § Database Projects
- § Business Continuation Planning & Competence Assessment
- § Process & Resource Management
- § Workflow techniques

Our standards: US ICCP

- n Human and Organisational Framework: covering almost any aspect of business functions and human related issues
- n System Concepts: system analysis topics and related logical models
- n Data and Information: data structures and information management topics
- n Systems Development: system design, development, implementation, and human-related issues
- n Technology: historical and technological topics
- n Associated Disciplines: financial analysis, financial and business ratios, statistics, auditing, probability math, and business related-issues.

Our Methodology

Great importance is placed upon:

- § Identifying top management objectives (Business Requirements Analysis)
- § Analysing available resources and expertise (Resource Analysis)
- § Identifying the gap between current situation and final business objectives (Gap Analysis)
- § Providing a BPR path to fill that gap (BRP Restructure Program)
- § Covering all supporting ICT issues (ICT/ERP Evaluation Program)

Our Methodology

- n Strategic Assessment
- n Current state
- n Future State
- n Gap Analysis
- n Implementation Planning
- n Organisational Change Management
- n Process Management
- n Technology Enablement and IT Strategy
- n Automated Tools
- n Staff Development

Strategic Assessment

- n Feasibility Assessment Checklist: we collect first analysis data and already spot some critical areas
- n SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis. We use a Knowledge Management Tool Kit with a comprehensive checklist to analyse in details client's situation
- n Critical areas: we focus upon key-issues
- n Competence and change management
- n ICT product evaluation
- n Graphical tools to picture processes vs. strategic objectives
- n Technology enablement macro-issues vs. strategic objectives

Current state

Data Flow Diagrams (DFDs) and charts used to spot:

- n Critical areas, which will be subjected to further analysis and will be always considered as key areas in terms of organisational change impact
- n Grey areas (situations where responsibility and process overlaps exist)
- n Black holes (departments, roles, and data repositories where information is stored without a reason)
- n Dangerous situations, that could jeopardise BPR processes (like serious organisational flaws)

Future state

We design the future state the enterprise should have.

Here, Important issues are

- n Organisational change management: change issues are analysed in details, with impact statements affecting the client's organisational structure
- n Process management: new processes are designed, where it is necessary, and put in relationship with organisational change
- n Future technology enablement to support organisational and workflow change is taken into consideration
- n Human resources are then considered to support all change issues

Future state

We describe how change would:

- n Affect critical areas
- n Make clarity on grey areas
- n Eliminate black holes
- n Eliminate serious organisational flaws

Gap Analysis

We state:

- n Existing gap between objectives and current state
- n A set of solutions highlighting, for each solution:
 - F Costs
 - F Implementation Timeframe
 - F Advantages
 - F Risks

Gap Analysis

We address BPR key issues such as:

- n Entrepreneur Competence validation model
- n Management team support with business development models
- n Determination of the existing gap between management chosen objectives and the professional skills of the personnel which is selected by the management team to reach those objectives
- n Core competence assessment within the client's Human Organisational Framework

Implementation Planning

Project staffing in order to:

- n Form a Joint Application Development team, with necessary expertise and skills
- n Give indications concerning job description of missing resources
- n Calculate the impact on the current resources, especially for project key figures, who may still be doing their routine jobs, while filling project tasks

Implementation Planning

Key issue:

- n Most enterprises need to absorb change in digestible clumps, to avoid shocks and/or temporary paralysis of key functions
- n Key changes must instead be subjected to a top-down approach, to avoid serious damages or, even worse, cul-de-sacs
- n Calculate the impact on the current resources, especially for project key figures, who may still be doing their routine jobs, while filling project tasks
- n Space must be left for a Continuous Growth & Improvement Analysis
- n Implementation checkpoints and milestones are used extensively

Change Management

We focus on:

- n Strategic Objectives
- n Client's feeling about problem areas
- n What was done about it
- n How it worked out
- n What is being done about it

Change Management

We:

- n Get as much feedback is possible from employees, because change requires team work and team-spirit
- n Never get wrapped up in doing change for the sake of change.
- n We plan the change, by addressing these fundamental questions:
 - How do we reach those goals?
 - What do we need to reach them?
 - How long might it take and how will we know when we have reached them or not?
 - How do we co-ordinate change management activities with the client's framework?

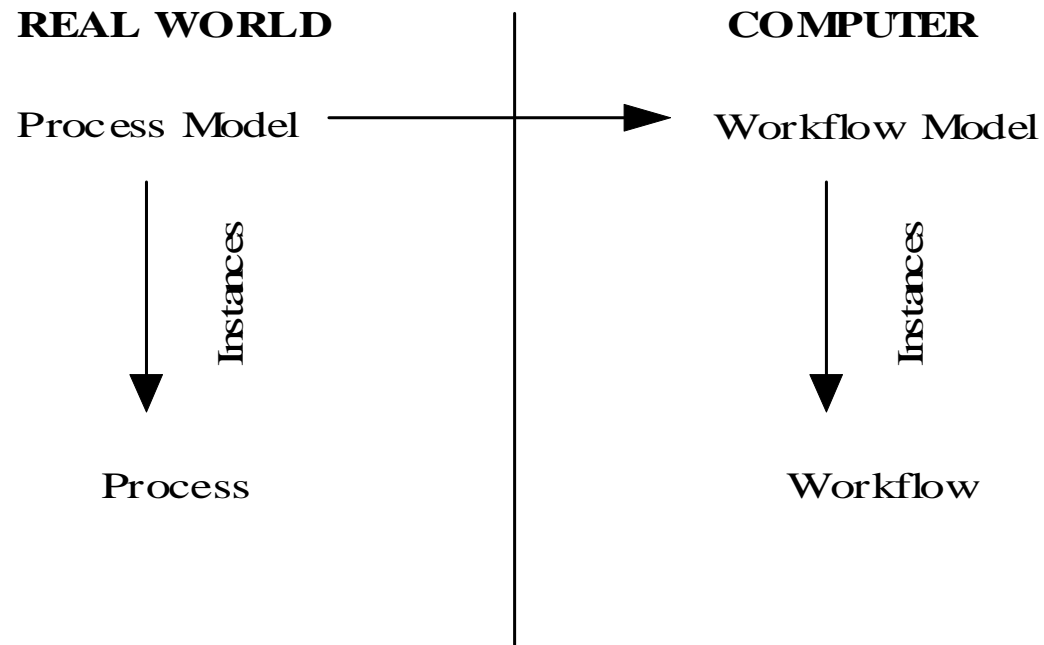
Process Management

The main purpose of our process management techniques is to obtain:

- n An enterprise data model
- n An enterprise knowledge model
- n An enterprise process model

Process Management

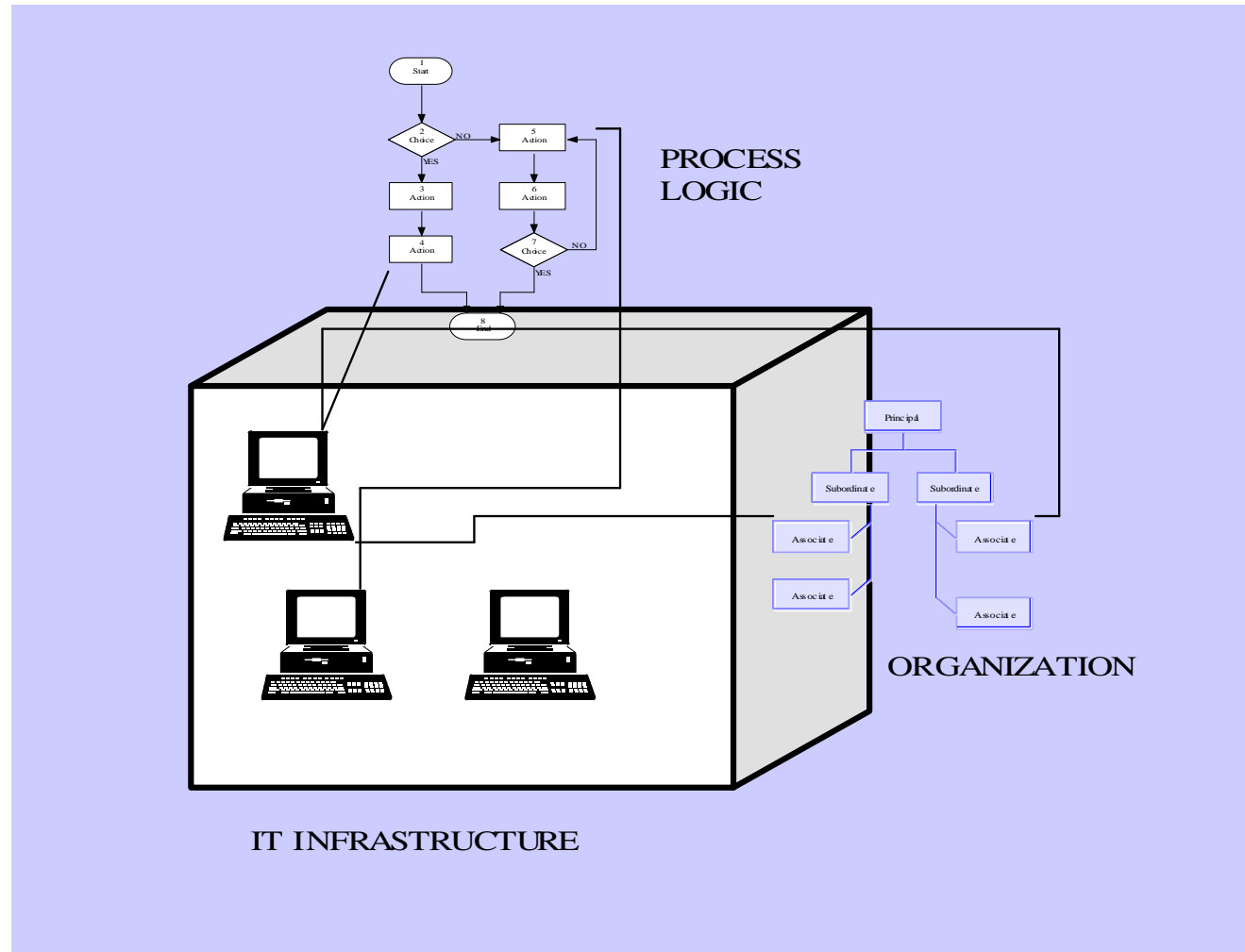
The ultimate goal is to reach a clear picture...



...between Real World and Computer World...

Process Management

...and figure out interactions between Enterprise Organisation...



...Process Logic and IT Infrastructure!

Technology Enablement

We evaluate every aspect concerning Technology Enablement, such as:

§ERP/ICT Evaluation

§ERP/ICT Consulting

§BPR Automated tools

§System Integration

§Supply Management Chain/Capacity Requirement Planning

§Production and warehouse control

§E-Business (supplier-centric models)

§Data warehousing

Technology Enablement

We operate according to the following international standards:

§Institute for Certification of Computer Professionals (ICCP), ACP standards

§American Society for Quality (ASQ)

§Capability Maturity Model (CMM) for software development

§Software Engineering Institute (SEI)

§IBM/Hewlett Packard project techniques, with particular regards to project and development of datawarehouses and datamarts

§Don Meyer & Associates Methodology

§Rapid Application Development (RAD)

§Joint Application Development (JAD) Teams

§Work Flow Management Standards

§Australian Enterprise-wide Risk Management Standard

§British Information and Documentation - Records Management - Standard

System Evaluation

We evaluate products coming from many nations...



...and many many more!

We are aiming at:

- § Private enterprises, medium high segment, seeking ERP consultancies
- § SMEs, seeking specialised ERP packages or specialised software modules
- § Public contractors, commissioning large ICT projects or attempting to develop consultant panels

ERP consulting makes you reach...



...your Best Value and Operational Excellence!

Contact us!



Alex Abbate
ABBATE CONSULTING ERP SRL
Via Graziani, 33
37020 – Marano di Valpolicella (VR) ITALY
Phone: +39 045 683 71 69
Fax: +39 045 683 46 37
E-mail: mail@erp-abbate.com
www.erp-abbate.com