

Technology is just a tool

NOT what you expect to hear from a company that helps businesses plan and implement SAP systems.

HOWEVER, the professionals at Concentric3 understand that managing your business processes is the real answer to the question of how to improve your business. Technology is just one of the tools to get you there.

Companies often focus on technology as the magic fix for business inefficiencies – a common mistake that can lead to costly missteps, missed objectives and ultimately project failure.

Concentric3's strength and success as a solutions provider lie in its holistic business approach to a project. By helping companies map out processes before putting in IT solutions, Concentric3 effectively steers companies through the oftentimes expensive and lengthy SAP planning and implementation stages and helps them arrive at a more profitable and productive place.



A recent client case demonstrates

how Concentric3 was able to turn around a failing global project and become trusted business advisors to the client.

Helping a client make smart decisions

In 2007, a multi-national corporation recognized the need to reduce its costs and streamline operations and began planning for an SAP implementation with its North America division as the first step in the project. If successful, the company would then roll out the system to its other divisions.

Like many companies, this organization considered the project a

purely technical concern and placed the leadership of the project in the hands of an internal IT resource.

Almost a year into the project, Concentric3 was brought in to perform an objective audit on the progress of the project. Very quickly, the Concentric3 consultants recognized that the project was far behind schedule.

When the corporate executives learned the results of Concentric3's audit, they replaced their internal system integrator with a consultative team from Concentric3 with the caveat that Concentric3 adhere to the original timeline.

Over the next few months, the team at Concentric3 accomplished what the internal resource had not accomplished in a year – full knowledge of the business processes operating at the company – and had moved onto the next stage of the project.

Assessing the situation

As part of the audit, Concentric3 used a variety of standards-based diagnostic tests including SCOR for supply chain operations, DCOR for design chain and CCOR for the customer chain to determine how far along the internal resource was in analyzing the company's business processes.

The client's system integrator quoted 80% data knowledge as their status. Not bad for a year's work – if it were true. Concentric3's analysis uncovered a startling discrepancy between the numbers the integrator was quoting and the actual amount of data knowledge that had been gathered.

By applying industry standards-based models as benchmarks to measure against, Concentric3 was able to show its client how much knowledge was still needed before they were ready to move out of the blueprinting stage of their SAP initiative.

In addition, Concentric3 was able to help the company understand that going forward with their SAP implementation without further business process knowledge would doom the project to failure.



800 W Sam Houston Parkway N
Bldg 12, 3rd Floor
Houston, TX 77024

www.concentric3.com
713.504.7747

Actual Business Process Data Knowledge Before Concentric3 Involvement

Finance	35%
Project Management	25%
Supply Chain.....	8%
Product Development.....	0%
CRM	0%

Recognizing the benefits

Once the client saw that its system integrator was not approaching the project from a business perspective and was well behind its timeline, the CIO commissioned Concentric3 and its partners to take over the project. Working as a trusted advisor group, Concentric3 managed the project on an executive level with a focus on the overall business rather than just an SAP implementation.

Concentric3's management of the project has helped this business lower costs, achieve better control of processes, consolidate and homogenize processes globally and gain better management of data.

Specific project achievements for this client include:

- Sarbanes-Oxley cost reduction – automation gains and system consolidation resulted in dramatic SOX cost reductions
- Automation gains in SOX reporting capability and internal controls – reporting and controls are now 75% automated, up from pre-project levels of only 25%
- ERP consolidation – moved from seven ERP systems to one resulting in better data management, greater efficiencies and lower costs
- IT cost reduction – lowered IT support and maintenance costs
- Business operational efficiencies
- Business process standardization

Focused on providing its clients with business-improvement strategies, the consulting firm of Concentric3 uses a variety of analysis techniques to formulate and implement the best unique IT solutions for each client. Contact us to talk about your specific needs.