

Consider the value of a Trusted advisor

WHEN the decision is made to change the technology infrastructure of a company, countless big picture items and minute details have to be considered, analyzed, managed and documented. A complex undertaking.

CONCENTRIC3 offers clients an unbiased, apolitical helping hand by operating as trusted advisors at the executive level and as experienced project managers at the tactical level.

Most major IT implementation projects fail on some level. Another large portion of them may perform as designed – technically, a success – but don't advance the financial, strategic or productivity goals of the company. And yet another group of projects succeed but often only after huge cost and time overruns and corporate political fallout. The consultants at Concentric3 have the practical experience to help your company plan, implement and run large-scale successful IT projects.

The role of a trusted advisor during a major IT implementation is to help a company navigate the game-changing issues that, if left unaddressed, make the process more difficult, often more expensive and definitely more likely to fail. Like a good wingman, Concentric3 is looking out for your best interests.



Why projects fail

Lack of understanding of how business processes will interact with technology

Failure to listen to internal customers

Poor alignment of IT with business strategy

Corporate politics

Those are the big ones. These issues, though, can be avoided with thorough upfront planning, expert management and accountability along the way.

Concentric3 consultants are experienced in giving companies the guidance and support needed to manage the risk mitigation that should take place at the beginning of a project and the recovery issues that occur when a project heads down the wrong path.

Taking the holistic approach

After years of seeing companies struggle with the incorporation of technology into their businesses, the Concentric3 principals joined forces to offer clients their holistic approach to the process. The consultants' real-world experience had taught them that technology is a means to an end, not the end itself. Combined with a well-defined strategy and mapped-out business processes, however, the right technology can push a company to greater profits, customer relations and productivity.

PRACTICAL EXPERIENCE

Alignment of Strategy & Technology

A company was ramping up its IT department to implement several new projects related to its supply chain management, but had neglected to develop an overall business strategy for the supply chain process. Without a strategy in place, the IT department was "flying blind" in determining which systems, upgrades, changes, etc. were priority to develop and implement.

Concentric3 advised the executives that strategic development work needed to take place before any technology systems were implemented. By redirecting the client focus so that major business issues were addressed first, Concentric3 succeeded in saving the company both money and time.



Listening to the Customer

To reduce costs and streamline operations, a company directed its IT department to begin implementation of an SAP system. However, not fully understanding the importance of the front-end analysis needed to align the technology with the business processes, the IT department made critical errors during the blueprinting stage.

Coming in as a neutral outsider, Concentric3 was able to access the situation and redirect the project so that process mapping was accomplished and timelines and accountability established. The implementation was saved due to Concentric3's approach that put technology in place only when, where and how it made sense in relation to the rest of the business.



Mapping of Business Processes

During the course of a corporate acquisition, a company was charged with integrating the two companies' technologies – a task that requires finesse, business knowledge and technical expertise.

After entering the project as auditors, Concentric3 recognized quickly that the integrator had neglected its customer service obligation, resulting in major project delays and waste. By stepping back from the technology and focusing on customer needs, Concentric3 redirected the project toward a successful completion.



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

www.concentric3.com
713.504.7747

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.