

asidua

The Deployment Model

Derek Clydesdale

Solution Director

Transforming Service Delivery

Citizen Service Request

Process



Guidance

Procedures

Knowledge

Experience

People

Contact Centre



Agent



Advisor

Back-office



Expert



Expert

Problems

Inefficient

Ineffective

Inadequate
Measurement

Systems
&
Data

Phone

Front Office
System

Back Office
System

Back Office
System

Partner
System

Transforming Service Delivery

Revs & Bens Service Request

Process



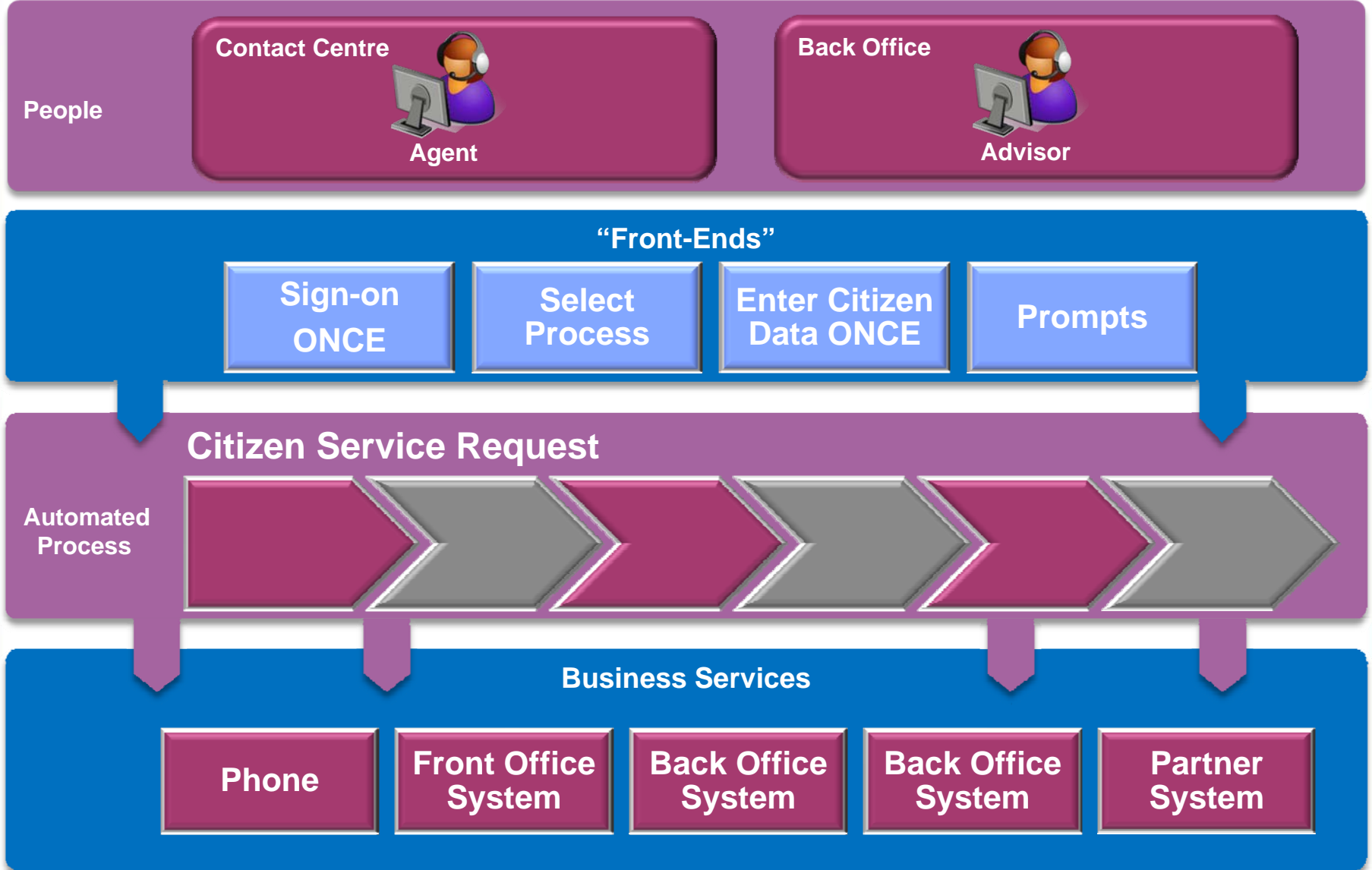
People



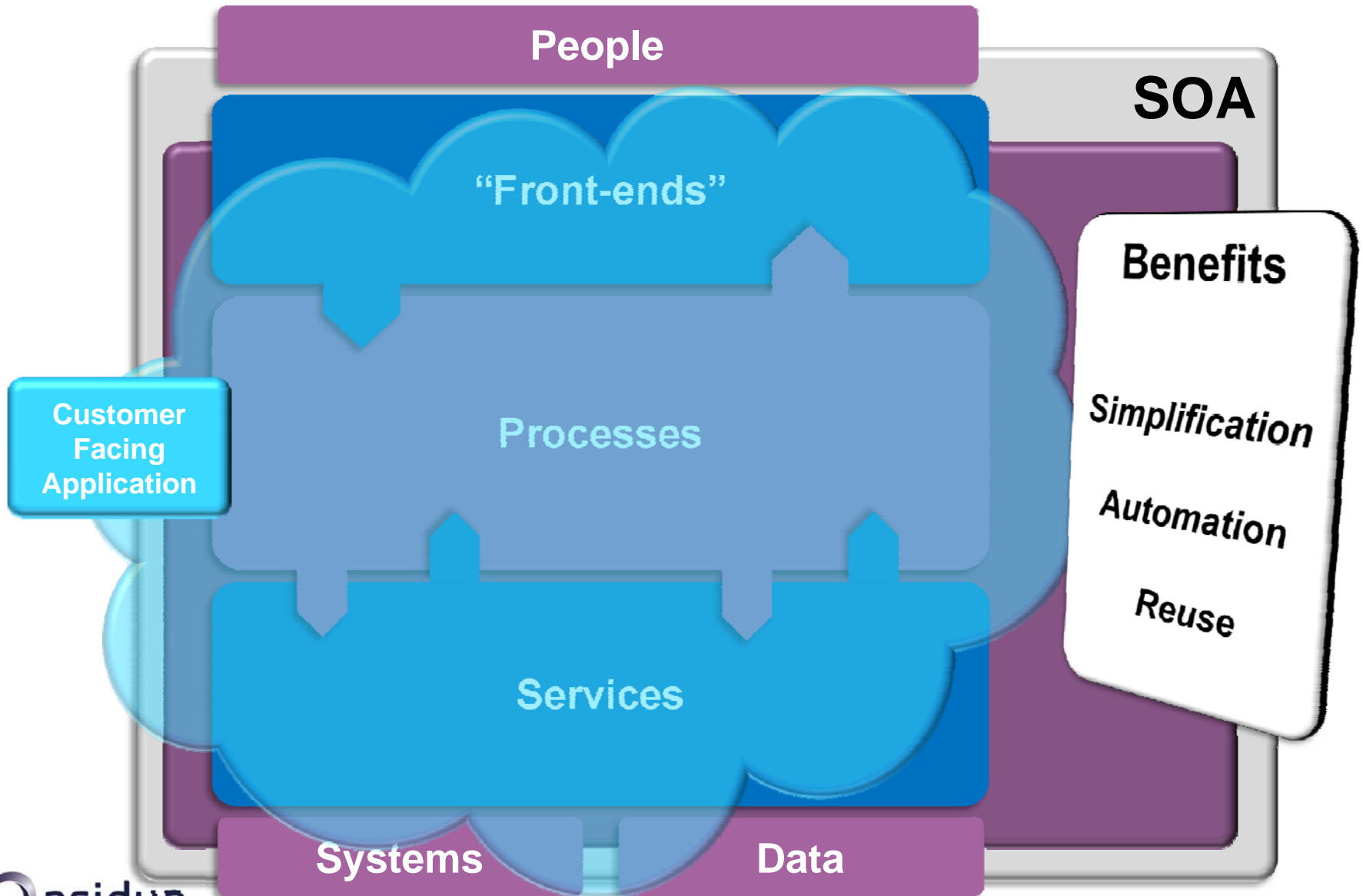
Systems
&
Data



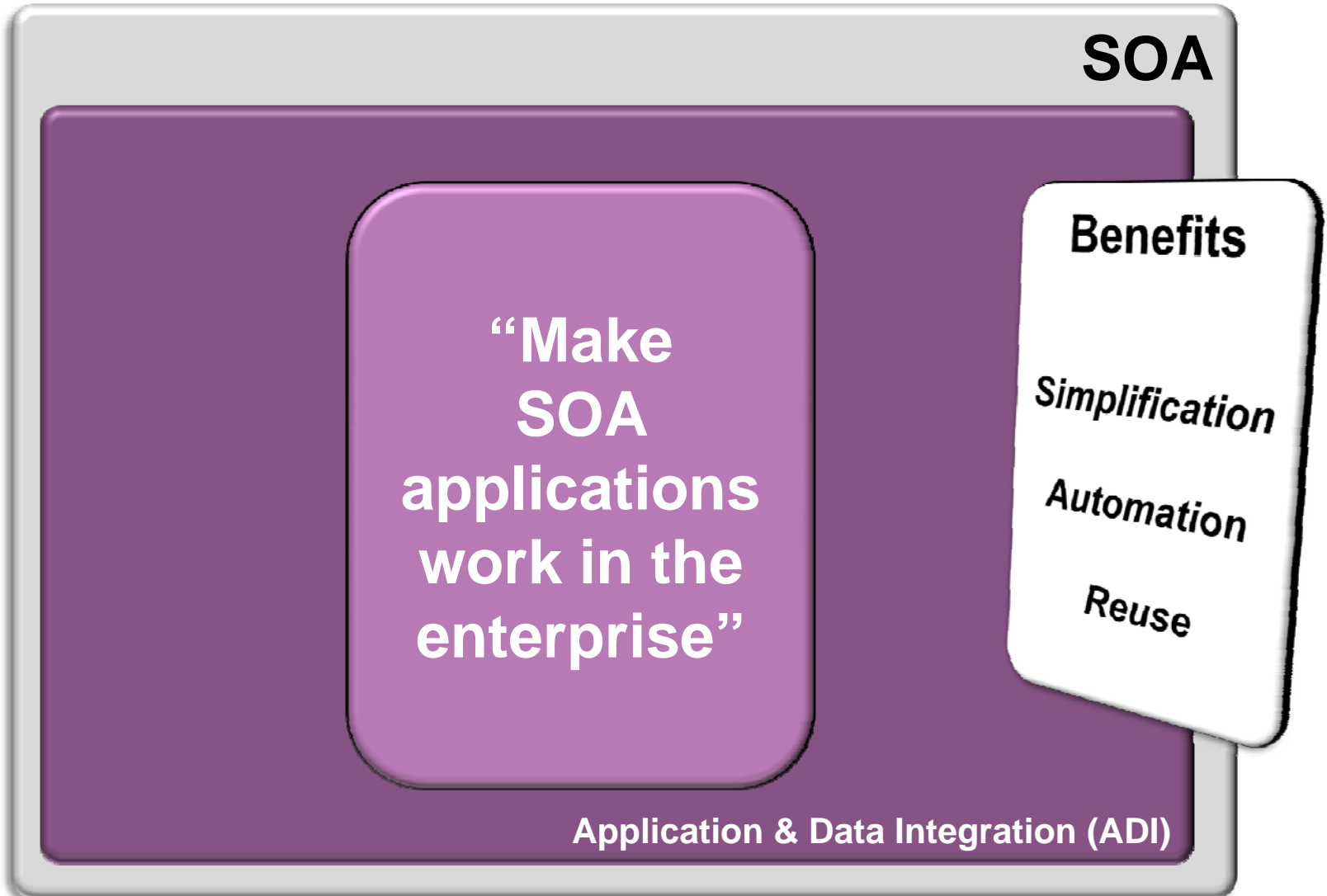
Transforming Service Delivery



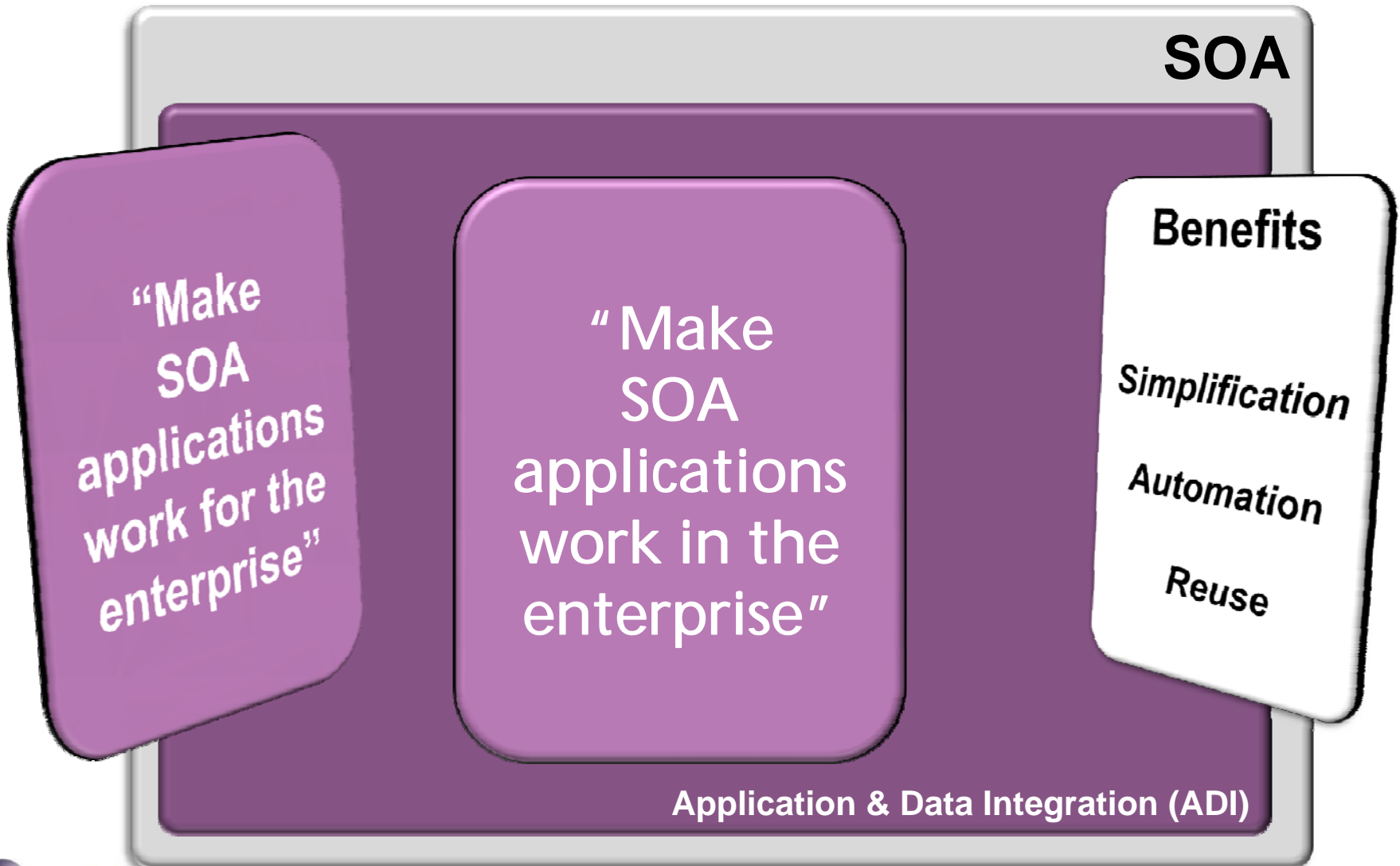
Building SOA Applications



Building SOA Applications



Building SOA Applications





"Make SOA applications work for the enterprise"

METHODOLOGY

Consultancy

Realisation

TOOLS

PLANNER



DESIGNER



TESTER



CONSOLE



adi

Framework

SERVICES

adi

Certification

PLATFORMS

Microsoft

Customer Care

Framework

Microsoft

Sharepoint

Server

Microsoft

Biztalk

Server

Microsoft

SQL

Server

Microsoft

Oracle

Microsoft
GOLD CERTIFIED
Partner

ORACLE

VENDOR
CERTIFICATION

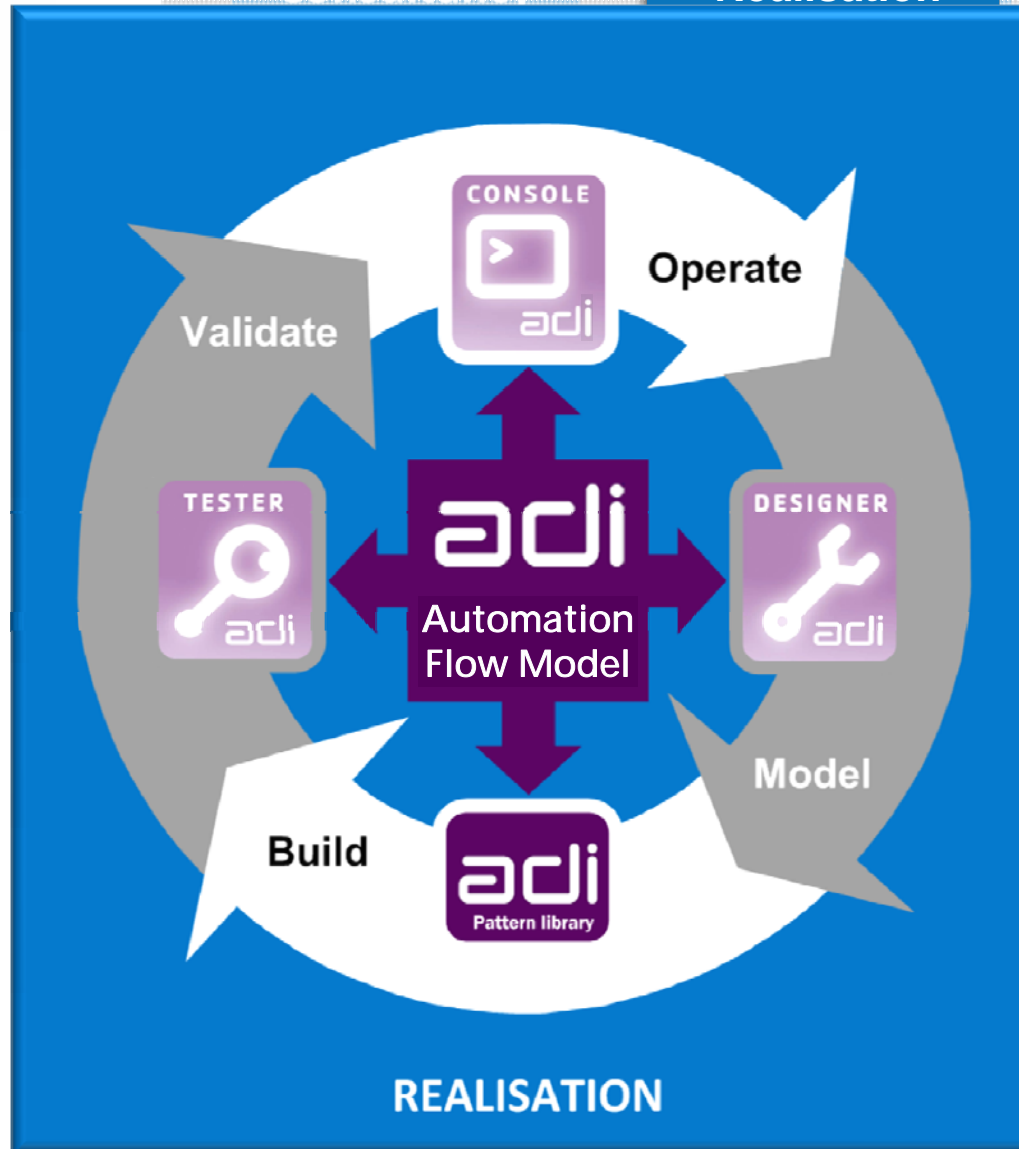


METHODOLOGY

Consultancy

Realisation

SERVICES



Benefits

Understanding

Ownership

Options

VENDOR
CERTIFICATION

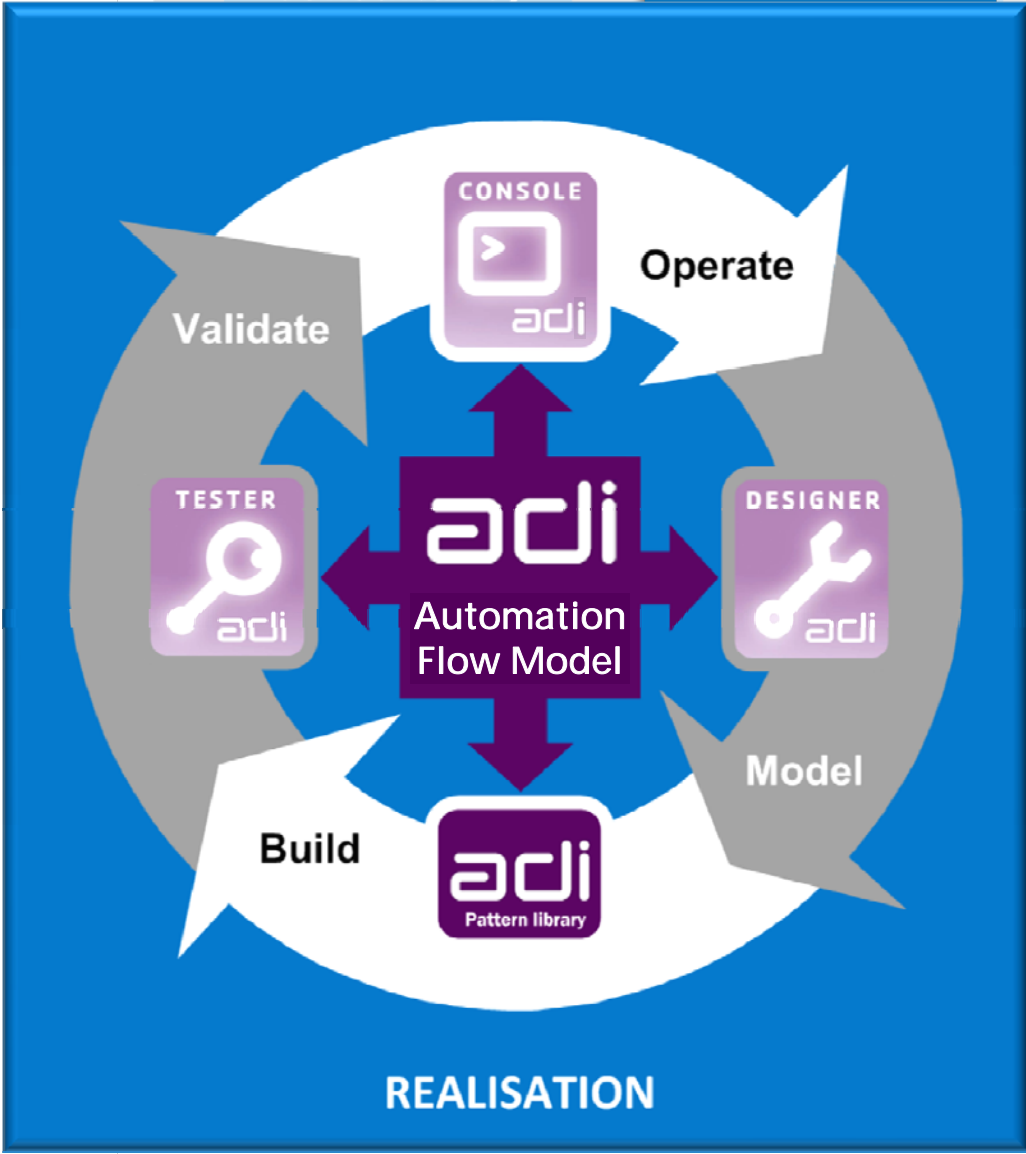
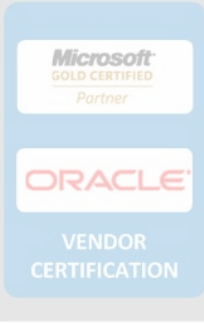


METHODOLOGY

Consultancy

Realisation

SERVICES

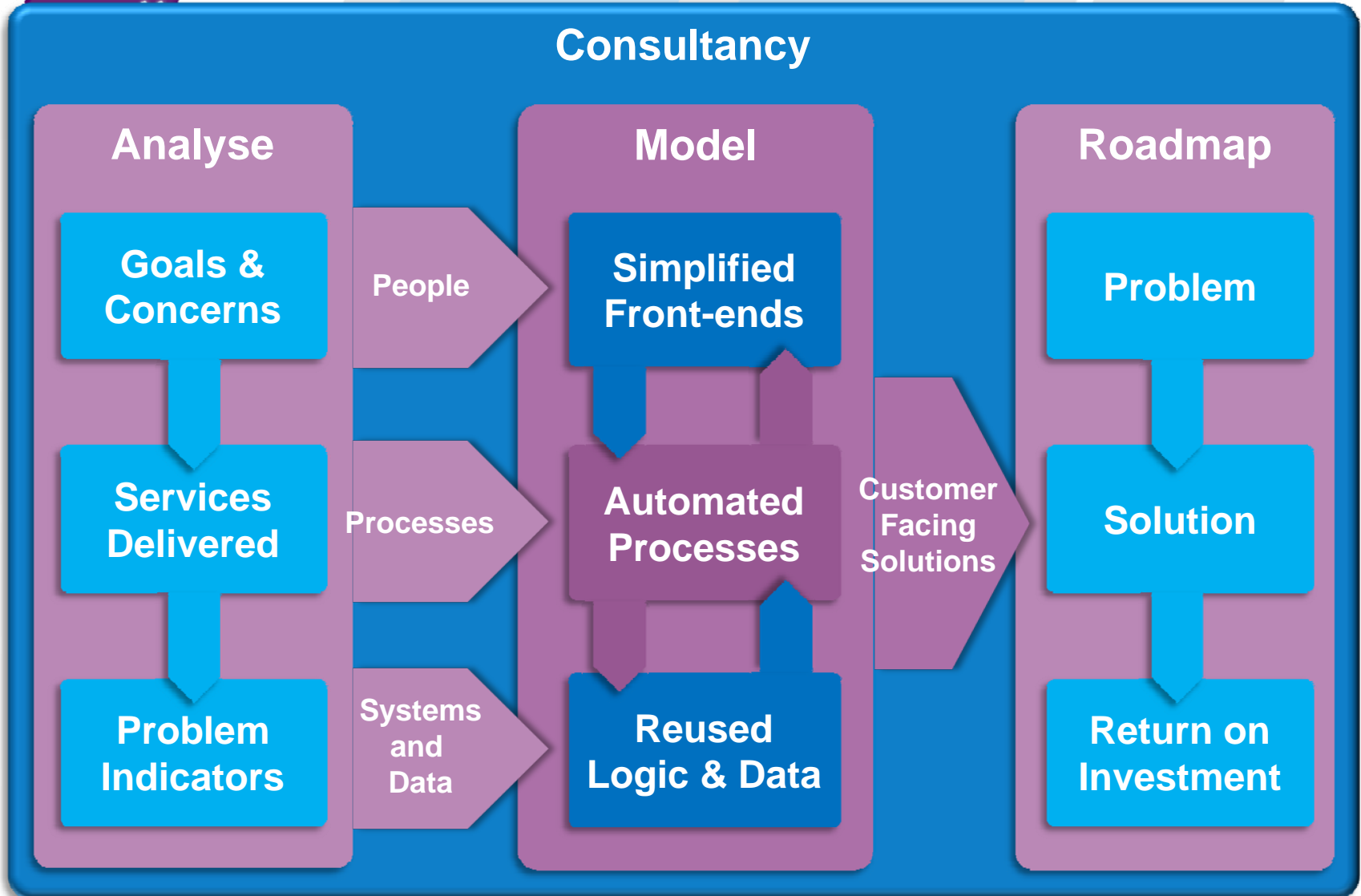


REALISATION

METHODOLOGY

SERVICES

Consultancy



Consultancy

Analyse

Goals & Concerns

Services Delivered

Problem Indicators

People

Processes

Systems and Data

Model

Simplified Front-ends

Automated Processes

Reused Logic & Data

Customer Facing Solutions

Roadmap

Problem

Solution

Return on Investment

METHODOLOGY

SERVICES

Consultancy

Realisation

Consultancy

Realisation

Problem Definition

Establish understanding

1-2 weeks

Minimal investment

Blueprint for the future

Proof of Concept

Define Solution and benefits

2-4 weeks

Small investment

Solution Specification

Initial Project

Establish SOA framework

2-4 months

Investment for future

Deliver an "early win"

Incremental Deliveries

Leverage SOA framework

3-6 month cycles

Investment for return

Meet key Enterprise goals

Process Automation

Customer Facing Application

Service Oriented Architecture

Application & Data Integration

Microsoft
GOLD CERTIFIED
Partner



ORACLE

Benefits

Efficient

Effective

Fewer mistakes

Better measured



"Making better service delivery a reality..."



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