

CHANGE EVENT:

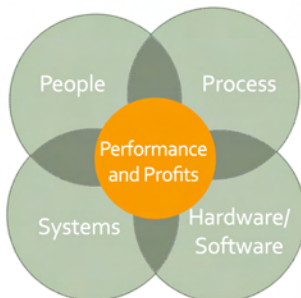
Check all that apply

- | | | |
|---|--|---|
| <input type="checkbox"/> Ownership Change | <input type="checkbox"/> Investment: Fundraising/Financing | <input type="checkbox"/> New Product |
| <input type="checkbox"/> Leadership/Executive Change | <input type="checkbox"/> ERP or Major System Development, Upgrade or Migration | <input type="checkbox"/> New Facility |
| <input type="checkbox"/> M&A Acquisition or Divestiture | <input type="checkbox"/> Market Condition Change | <input type="checkbox"/> Employee or Public Relations Damage Control/ Crisis Management |
| | <input type="checkbox"/> New Market (Geographic or Customer) | |

BUSINESS CHALLENGES:

IT CHALLENGES:

Serenity "Complete-Business IT Performance Model"



RAMIFICATIONS:

People: _____

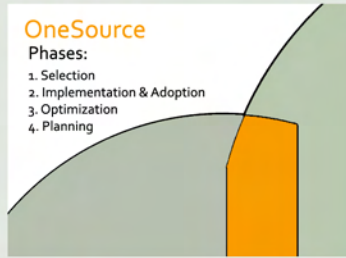
Process: _____

Systems: _____

Hardware/Software: _____

OneSource

- Phases:
1. Selection
 2. Implementation & Adoption
 3. Optimization
 4. Planning



TIER 3:

ERP Starter System

ERP typically includes:
Purchasing, Production, Planning,
Inventory, Accounting/Finance

IT Maturity:

Basic to Standard

Basic - Systems are complex and incompatible. Most IT resources are reacting to problems, just trying to keep things running. With few standards and automated tools, support is labor intensive and expensive.

Standard - IT departments are more centralized and effective, but systems remain complex, incompatible, and expensive to maintain. Pockets of standalone systems reside in business groups.

Serenity Solution Offering:

OneSource (Proactive and Reactive User, Network, and ERP Support and Management)

OneSource to BPO

IT Management and Business Processes Institutionalized



TIER 2:

IT Management and Business Processes Institutionalized

IT Maturity:

Standard to Rational

Standard - IT departments are more centralized and effective, but systems remain complex, incompatible, and expensive to maintain. Pockets of standalone systems reside in business groups.

Rational - IT and business groups develop strategies and define IT policies, which are enforced through technology. Through standards and careful engineering, applications work together with improved compatibility.

Serenity Solution Offering:

Starts with OneSource and ends with BPO (20% cost reduction once they are Serenity IT Certified.)

BPO to Insight

Alert and Monitoring
Certified IT Best Practices Internally



TIER 1:

All ERP Components

Implemented including HR, CRM (marketing and sales), Customer Service, BI, Delivery, Supply Chain (SCM)/Logistics, Engineering, Purchasing, Production, Planning, Inventory, Accounting/Finance)

IT Maturity:

Rational to Dynamic

Rational - IT and business groups develop strategies and define IT policies, which are enforced through technology. Through standards and careful engineering, applications work together with improved compatibility.

Dynamic - Business agility takes priority over cost savings. IT systems are highly automated, flexible, and respond quickly to changing business conditions.

Serenity Solution Offering:

Insight (alert and monitoring only)

BENEFITS:

Check all that apply

- Support Change Event
- Support people and processes
- Scale business for growth
- Align IT and ERP with business goals
- Maximize investment
- Become Serenity Certified:
 - ITIL IT Best Practices
 - ERP Utilization

COSTS/RISKS:

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