



# CTG Consulting Services

## *Using information technology to achieve your business goals*

### Overview

For 38 years, CTG consultants have helped some of the world's leading companies use information technology (IT) to achieve their business goals. With a strategic view of our clients' industries, markets, and vision, our consultants are more than IT professionals. They're business experts focused on making your company run more efficiently and profitably.

Over the years, we've worked with organizations in many industries—from banking to manufacturing, pharmaceuticals, petrochemicals, retail, telecommunications, and more. Along the way, we've developed and refined a suite of ISO 9001:2000-certified methodologies and proprietary databases of best practices that ensure we have a wide selection of proven IT approaches at hand, ready to apply to your company's challenges.

Just as important as our IT know-how is our real-world business experience in industries like yours, experience we apply to helping you:

- Define new business models that can move your company forward
- Build an IT roadmap that corresponds to the current and future direction of your business and delivers a powerful return on investment
- Evaluate and implement new technologies that support your business goals
- Identify nonstrategic IT operations and cost-effectively support them

The combination of our core competencies and business expertise helps us identify the critical success factors that can save you time and money. And the ability to build on

our past successes frees us to look for new and innovative IT solutions to solve your business problems.

### Consulting Services

CTG offers a wide range of consulting services that include:

**Assessments:** Evaluate your organization's capability to perform a specified business or technical function and make recommendations to reach the desired state. CTG's Information Technology Assessment (ITA) methodology helps you determine your organizational readiness to adopt and exploit new technology.

**Alignments:** Match business requirements and drivers to technical enablers, usually on an enterprise basis, and make recommendations on how to close any gaps. CTG's Enterprise Architecture Blueprint (EAB) methodology aligns your company's business needs and opportunities with the major components of its IT infrastructure—including data, networks, technology and applications—to pinpoint strengths and weaknesses. The result is a blueprint to get you where you want to go.

**Reengineering:** Use information technology as a catalyst in a fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in cost, quality, service, and speed. The successful introduction of new technology requires reevaluation of the business. On the other hand, organizational growth can often be accelerated by the introduction of new technology. CTG's reengineering methodology focuses on using technology innovation to drive new business thinking and benefits.



**Continuous Improvement:** Develop a metric-based process for gradual improvement of service levels of a business or technology function. Sudden change can be disruptive, impeding the benefits you are trying to achieve. To mitigate such disruption, a continuous improvement process may be the answer. And, if your business objectives include meeting industry IT standards like CMM, CTG can help you get there.

**Transitions:** As part of our implementation methodology, provide a seamless transition from current state to future vision. As a complement to our other services, we can help organizations drive out ROI from reengineering and continuous improvement strategies while ensuring a painless and productive transition from internal service providers to CTG vendor-managed staffing and processes services like application maintenance and development.

**Selections:** Ensure a structured, efficient approach to IT procurement decisions that fosters user buy-in. CTG's Joint Technology Selection methodology gets to the core of your requirements, quickly cuts the vendor list to the few really viable solutions, and sets priorities, without the overhead and inefficiencies of the RFP process.

**Facilitation:** Guide a group in solving a problem, reaching consensus, or determining requirements. CTG consultants provide a structured approach to getting to the bottom of your issue, and unlock the potential of your own staff to solve problems as a group. Our facilitators and scribes take care of the details, so your staff can focus on the issues.

**Cost/Benefit Analyses:** Determine the value of potential or actual IT investments. If you're having trouble convincing management of the value of your strategies and projects, CTG consultants can help you build a cost/benefit business case that will enable you to maximize benefits and minimize costs.

**Business Analysis:** Achieve a detailed, independent view of a particular business function within your organization. Utilizing a variety of methods—interviewing, facilitated sessions, and work and data flow observations and analysis—CTG consultants develop a detailed understanding of your current business processes as an important step in realizing future goals.

**Consultative Project Management:** Apply project management best practices to improve your company's ability to deliver successful projects. With increased pressure to get IT done, project failure rates have become a critical problem. CTG can help. We've performed projects and project rescues for clients for 38 years. Our Project Management Methodology (PMP) provides the basics. Then, our project consultants mentor your staff in the best practices and tricks of the trade that can make the difference between success and failure, help you set up a project office, improve estimating, and introduce repeatable processes to get you where you want to be—every time.

## The CTG Approach

CTG continues to work with the oldest mainframe and the latest B2B technology—and everything in between—across a wide variety of industries, including health care, manufacturing, financial services, retail, telecommunications, and more. Our approach emphasizes collaboration, and a primary objective of each consulting engagement is the transfer of intellectual property and technical knowledge from our subject matter experts to your organization. Our goal is not just to support you in achieving your immediate project goals, but to expand your ongoing capabilities. You'll see our dedication to your success every time we roll up our sleeves and produce results, on time, to your satisfaction.

*CTG IT experts teamed with vertical industry specialists to define the organization and unique situation of each business and examine its current technology, application portfolio, and data architecture. They use that information to recommend solutions that may range from selection and implementation of existing software to the construction of new systems.*

