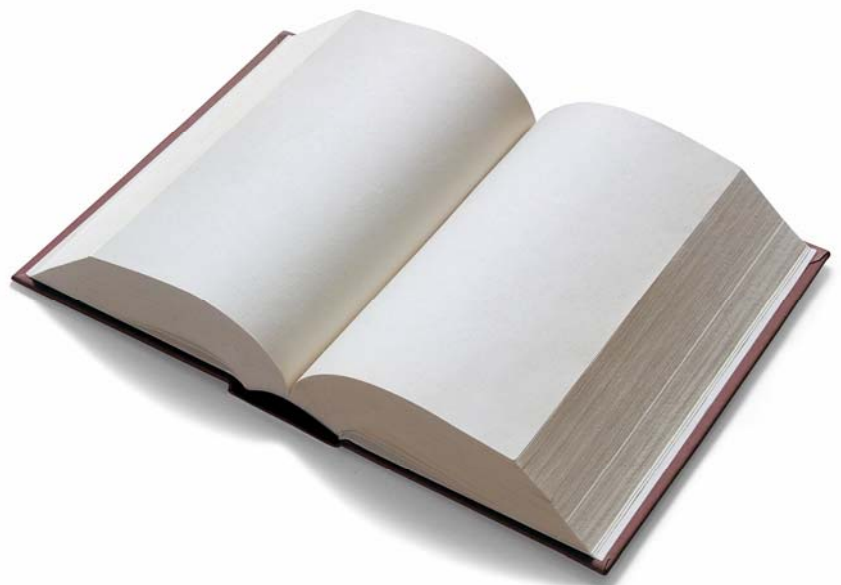


Consultancy

Service Guide



Software is only as good
as the people who make it



Contents

Overview

Business Consultants

Project Consultants

Application Consultants

Infrastructure Consultants

About Welcom

**Software is only as good
as the people who make it**



Overview

There's no clear roadmap for the technology requirements of your business, nor the impact, both good and bad, that technology can have on your processes, people and bottom line.

That's why you'll sometimes need direction and guidance to stay focused on the future and to save time and money. It's why outside advice and help, based on solid experiences, can help you get to where you want to be.

Welcom's established team of consultants work closely with you, providing unbiased advice and guidance for your organisation through the implementation of projects, the delivery of applications and installations, and the management of your business' IT needs.

With over 165 years of experience between them, the wealth of knowledge and expertise held by Welcom's consultancy team is second to none.

Many of our consultants come with professional qualifications including PRINCE 2, ACCA (the Association of Chartered Certified Accountants) and Oracle certification.

Our consultancy services provide you with access to all this expertise when you need it most. Whether you need an hour, day, week, month or more of their time, we can tailor our services to match your specific requirements.

Software is only as good
as the people who make it



Business Consultants

Welcom's team of Business Consultants is on hand to provide a positive guiding influence on a myriad of issues faced by your company.

Our industry expertise and knowledge of the very latest trends and solutions will ensure you're in safe hands though the entire process.

FINANCIAL SERVICES BUSINESS PLANNING

Our experiences of working within your target markets helps us build the future of your business with diversification plans and strategies involving best of breed third parties. The business planning process includes the following: Production of Business Case, Product Design, Business Process Mapping / Re-engineering, Underwriting and Collections Criteria and Procedures/Policy Audit and Advice.

REGULATORY COMPLIANCE

Close ties with trade associations and in-depth industry knowledge ensure Welcom stays fully up to speed with the latest regulations and legislation, which means you'll always be at the front of the field when it comes to compliance.

REQUIREMENTS DEFINITION

When a client is looking to develop their solutions in new directions we'll provide the focus and definition to identify the needs that need satisfying.

LEARNING PROGRAMME DESIGN AND EXECUTION

Welcom's Consultants are well versed in devising bespoke training courses and learning programmes that empower your business with the skills to take charge.

DOCUMENTATION / INVESTIGATION

Welcom will develop the manuals, printed literature and on-line help that support your operations with a concise and targeted approach.

WORKFLOW MANAGEMENT / DESIGN

For the smooth running of a solution you require a streamlined application that takes full account of how you do business. Welcom can create workflows that are specific to each client to enable tasks to be automated and help bring new efficiencies into the process.

IMPLEMENTATION AND DATA MIGRATION

Methods for dealing with the input of new data are a vital component of a successful implementation. Welcom will pave the way for the smoothest possible transition of information. Our team will put the solutions in place and make them work with the absolute minimum amount of disruption to your business activities.

**Software is only as good
as the people who make it**



CULTURE CHANGE

The whole process of delivering major change can be a daunting experience and that's where our Business Consultants step in with the support, knowledge and partnership that you require. Welcom has introduced new initiatives through its own culture change programme and is the first IT company in the UK to have achieved the Investors in People Leadership and Management Model.

BUSINESS PROCESS IMPROVEMENT AND AUTOMATION

The consultant analyses business processes and identifies value added activities, support activities and waste activities. Once these are identified the consultant can implement new processes to eliminate the waste activities, minimise the support activities and maximise the value added activities. Automation of these processes reduces the human error element and improves efficiency.

SYSTEM INTEGRATION MANAGEMENT

The consultant examines intra-system dataflow and conducts a critical systems analysis in order to select the most appropriate type and level of integration eg batch or real-time update.

WEB DESIGN

Simplifying the front and web enabled parts of your business will make it easier and quicker for your customers to communicate with you.

Software is only as good
as the people who make it



Project Consultants

Effective planning and management of individual projects can make a substantial impact on the efficiency of your business operations and that's where Welcom come in.

Our dedicated team of consultants works with you to deliver results and cover every possible detail and outcome in order to achieve your chosen objectives. From pipeline to progress to completion the following outlines the areas in which Welcom's Project Consultancy can help your business with project delivery:

PROJECT PLANNING

Project planning is vital. It ensures that projects can be completed on time and to budget as well as achieve the target objectives. Our consultants are all PRINCE 2 qualified with all of the experience and knowledge required to plan specific project aspects as well as the overall project.

RISK ANALYSIS

The evaluation of risk assists in the planning process and allows for safe and controlled management of the project in hand. Considering the potential pitfalls will help to ensure the successful future delivery of each project.

RESOURCE MANAGEMENT

You'll always want the best people on the job. The most effective use of resources will always lead to the most effective results and our consultants will ensure everyone and everything is in the right place at the right time.

BUSINESS CHANGE MANAGEMENT

Change is happening all the time. How you adapt your working habits and business operations is vital to how those changes are managed. This may involve instilling a more commercial outlook, redefining roles, eliminating unproductive work habits or integrating new technology. Resistance to change is natural but with improved and measurable processes you'll find that client satisfaction, staff fulfilment and increased revenues will reduce its negative impact.

CUT-OVER PLANNING

The smooth transition of a test scenario to a live system is critical. This transfer period requires a detailed schedule of tasks and responsibilities that will enable a high degree of consultancy control. Managing the processes and resources effectively will lead to a successful implementation.

VENDOR MANAGEMENT

Working within the channel to identify the best of breed vendors will provide the project with a high degree of definition and result in consistent and effective control. Welcom's long established business partnerships will impact positively on this process and provide you with the very best in advice and delivered solution.

**Software is only as good
as the people who make it**



PROGRAMME MANAGEMENT

Welcom's Consultants will keep a grip on progress. We've got a wide range of experiences and skills and established far reaching processes that contribute significantly to successful management and subsequent delivery.

CONFIGURATION MANAGEMENT

The Configuration Management discipline ensures that the configuration of an item, (such as a process, spec or map) is known and documented and those changes are controlled and tracked, thus improving the organisation and efficiency of each project.

TASK ALLOCATION & SCHEDULING

Who, what, where, why and when will dictate how efficiently a project is delivered. Our extensive knowledge of task allocation and scheduling leads to the most effective allocation of time and personnel.

POST-IMPLEMENTATION AUDITS

Totting everything up at the conclusion of a project gives a picture of exactly how each objective has been realised. Welcom's thorough audit processes cover every aspect and provide for a comprehensive and universal appraisal of success.

STATUS REPORTING

Regular and frequent reporting mechanisms assist with the management of a project and our services ensure that every relevant part of your business will always be up to speed with developments.

COST/BUDGET CONTROL

Keeping a tight grip on spending is crucial to the effective delivery of any project. The project budget needs to be set, managed and controlled in order to satisfy objectives. Welcom's consultants will provide the focus and experience required to keep the budget on track In Progress for Progress.

**Software is only as good
as the people who make it**



Application Consultants

Welcom's specialist Application Consultant team will run the rule over your applications and provide a range of services that tackles the identified issues head on.

Knowledge and experience of working with some of the largest names in the supply chain and financial services sectors has empowered us with the ability to know what does and what doesn't work for your business.

Pre-Implementation Services

BUSINESS PROCESS MAPPING

Welcom will map out all of the crucial processes that help to keep your business moving forward and give you a firmly defined model.

WORKFLOW DEFINITION & CONFIGURATION

Our consultant can boost your productivity! By identifying and delivering continual workflow progress we'll be helping your business evolve rapidly.

OFFICE AUTOMATION / STREAMLINING

Simplifying the way you do business with improved streamlining strategies and office automation hands you the tools to boost productivity.

WORKSHOP FACILITATION

A crucial part of the empowerment process and the point at which product design and configuration of the entire system is enabled.

REQUIREMENT CAPTURE

Defining and refining the information that you require with regard to your target market can be built in to the system.

FUNCTIONAL DEFINITION

By clearly defining the functions within your solution we'll be creating a set of guidelines that will increase your ability to adapt.

SOLUTION DESIGN

Welcom work in close consultation with clients to plan the type of system that best satisfies your criteria.

DATA MAPPING / CONVERSION

One of the crucial first steps to the creation of your target systems, Welcom's support will ensure it doesn't become a hurdle.

Software is only as good
as the people who make it



Implementation and Post Implementation Services

PROJECT MANAGEMENT

With a dedicated Project Consultancy team Welcom is in the perfect position to deliver focused, well managed and successful projects.

DOCUMENTATION

From online help to user training guides Welcom will ensure you have all the support you'll ever need both internally and remotely.

TRAINING

The delivery of informative and instructive training programmes as well as trainer training is another invaluable service offer by Welcom's Application Consultants.

POST-LIVE SUPPORT

Knowing we're here when you need us is comforting and it's not an empty promise as we provide close up assistance and advice during this crucial period.

DATA REPORTING

Providing clear and concise reporting mechanisms for your data will let you have more control over how you evolve your databases.

DATA WAREHOUSING AND BUSINESS INTELLIGENCE

Evolving the reporting process will help you to identify the kind of business data you can effectively use to improve market share and penetration. By creating a data warehouse, a snapshot of the data can be stored for flexible reporting and business intelligence.

SYSTEM HEALTH CHECKS AND SURGERIES

Regular, consistent and thorough health checks maintain your system's health as well as delivering any first aid as and when required.

PERFORMANCE ANALYSIS

Analysing how you're doing and how your products are performing is vital to your future within the market. Welcom supplies the tools and consultancy advice to ensure you'll know how to plan for the future.

**Software is only as good
as the people who make it**



Infrastructure Consultants

Getting the very best out of your technology infrastructure is imperative if you are to deliver cost effective services to your customer base and ensure the smooth running of your business activity.

Welcom's extensive knowledge of the very latest methods of infrastructure management will give you the tools to make your technology work in perfect harmony with your business.

DISASTER RECOVERY PLANNING

Planning and preparing for the worst will help your business deal with any outcome. A comprehensive appraisal of what could go wrong will provide the basis of a blueprint for future actions.

SERVER MIGRATION PLAN

Controlling the server migration process is imperative. Any delay or glitch will seriously impact on your operations and a comprehensive plan is required in order to make the transition as smooth as possible.

SECURITY

Our consultants will help you to protect your assets with the very latest solutions taking into account your evolving networks.

HARDWARE / OS AUDITS

Measuring the effectiveness of your operating systems and hardware allows for greater control and more effective management. Welcom's audit approach is consistent and thorough and continually delivers the right results.

BACK UP AND RECOVERY (Hardware and Database)

Our consultants will help you get up to speed as quickly as possible with the backing up of vital database information and the professional recovery of data.

NETWORK DESIGN

Designing a solution that best fits in with your needs will provide a platform for future growth and the flexibility to adapt to change. Welcom's experience has provided the very best in network systems backed up with professional planning, management and maintenance.

HARDWARE / OPERATING SYSTEM INSTALLATIONS

Professional installation methods help everybody. Knowing how the whole jigsaw fits together will dramatically improve system success and Welcom has an unrivalled track record in this respect.

**Software is only as good
as the people who make it**



UPGRADES

Effective advice and supply of upgrades keeps your business moving forward with the minimum of disruption. From sourcing the best solutions right through to the delivery and management of installation, Welcom's consultants stay the course.

NETWORK DESIGN AND IMPLEMENTATION

Planning to maximise efficiency? With networks designed by Welcom your business will be able to operate to optimum standards with a reliable and flexible strategy.

EMAIL AND MESSAGING

Managing the flow of communication in and out of your organisation is crucial to maintaining security, integrity and reputation.

DATABASE AUDITING

Make your information work! Solid assessments and audits of databases provide an effective snapshot of your business's future. The data gleaned by Welcom's consultants will make your focus even more defined.

DATA WAREHOUSING

What have you got stored up? Secure, flexible and well maintained warehousing will always keep your information in a safe place and with Welcom's reputation for data storage you'll be safe in the knowledge.

BUSINESS INTELLIGENCE

Our infrastructure consultancy team is on hand to create the type of reports you require. Delivering what you want to know, when you want to know it will provide significant market advantages over your competition.

DATABASE REPORTING

Accurate and concise reporting on the status of your databases will help to contribute towards the development and progress of your vital information.

CAPACITY PLANNING

Welcom's consultants help to provide a flexible framework that allows for growth and increased capacity for systems, data and storage.

DATABASE DESIGN

Designing how, what, why and where your vital information is collated helps to refine and define your market knowledge. Your need to know is covered from every angle by our database design skills.

PERFORMANCE ANALYSIS /TUNING

Our thorough analysis of a system's performance allows us to fine tune processes to the point where they'll be perfectly in tune with your objectives.

**Software is only as good
as the people who make it**



At Welcom Software we are committed to helping our clients build better and more effective businesses through the delivery of off-the-shelf and customised solutions. The knowledge, experience and skills of our specialists has helped us to achieve our reputation as leader in our field.

Your company is unique, our solutions are flexible. The only workable approach is a partnership coupled with strong communication; an approach we think you'll enjoy.

Only by listening to your problems, your ideas, your hopes and your fears can we begin to solve your business problems.

When we're sure we can keep our promises, we'll deliver on them. On time and on budget.

Before you talk software, talk to the people behind it.

Retail

Distribution

Accounting

Commercial Credit

Consumer Credit

Customised Software

Software Consultancy

Software Training

Software Infrastructure

Packaged Software



INVESTOR IN PEOPLE



RECRUITMENT
AND SELECTION



LEADERSHIP
AND MANAGEMENT

Software is only as good
as the people who make it



WELCOM
SOFTWARE