

CONSTRUCTION (ACCESS EQUIPMENT, MARKETING INFORMATION)

SITUATION

In this Construction Access Equipment company producing the monthly sales and marketing statistics had become a very time-consuming activity.

ACTION

Using his business focused approach and skills, David designed software functionality that comprehensively and accurately supported the business need (this included graphical representations of the statistical output). The software was written, tested and deployed by David.

RESULT

The business need was comprehensively fulfilled and the deputy managing director highly commended David's project for having met the business need with speed and accuracy. The monthly statistics were now quicker to produce, more accurate and easier to upgrade in terms of their method of production.

FMCG (MERCHANDISING)

SITUATION

In an FMCG broking company, a progressive new merchandising system had been written by the System Manager and David, and this new system needed presenting to the user community of merchandisers. After a trial training session led by the Sales Director, the company's senior management concluded they were unable to effectively portray and communicate the elision of system and business use to the user merchandisers.

ACTION

David made suggestions to the Managing Director on how this training need could be better fulfilled. The MD accepted these suggestions and asked David to front the training.

David harnessed his business-IT communication skills and value and success layering concepts to design effective and creative training sessions. The ensuing training was run by David over a week travelling round the UK. The user community fully understood and bought into use of the new system to support their roles and obligations as merchandisers. The system was ahead of its time having merchandisers send their daily work results back to head office via phone line comms direct to the central VAX/VMS mini computer in London.

RESULT

The user merchandisers found the system was easy to use and they and the company benefited from up-to-date information being fed back to head office on a regular basis.

TELECOMS (BILLING)

SITUATION

A major world class telco (Worldcom) had a number of upgrades needed to bring its billing system up to date. The company's IT environment was extremely challenging with many fixes and upgrades being made almost simultaneously. In addition, the billing manager was disillusioned with the past performance of her IT department.

ACTION

A business value focused and accurate technical approach was used by David to design and implement the required upgraded functions in a vigilant way. Comprehensive checks were made by David on each work item being deployed to ensure no conflict with the billing project. David conducted all the design and coding providing detailed instructions to the DBAs who implemented the upgrade.

RESULT

The new functionality was deployed with no technical problems reported by the IT management and the billing manager, delighted, became an advocate of David's business value and high-tech accuracy focused approach.

HIGHER EDUCATION (ELECTRONIC SERVICES DEPLOYMENT)

SITUATION

In Kent, a university's corporate IT department had fallen out with the Registry over agreement on the business rules for their electronic services system that deployed email accounts, library cards, etc to new staff and students.

ACTION

David was asked to resolve this undesirable situation. David used his business value focused approach and skillset to facilitate between the two disagreeing parties and provided a collaborative structure around which to resolve the disconnect. David then worked with the Registry to produce the missing ingredient which was an accurate business process model depicting the staff and student journey. From this, all the key decision points and business rules were derived which were then transmitted to the IT development team in the form of functional requirements that David drafted out.

RESULT

The new functionality was written, tested and implemented and the ensuing upgrade of the system when rolled out was comprehensively improved, in fact fully up to requirements. Both departments involved were able to use the business process model produced by David to support future upgrades and maintenance. The two parties became happier working together. The CIO was very pleased.

PAYROLL OUTSOURCING (EUROPEAN BANKING PROCESSES AND PROCEDURES)

SITUATION

A large world class payroll outsourcing supplier required a review of its European banking processes which had become out of date. An internal audit was pending which required up to date accurate process models to be available. The company (ADP Employer Services) asked David to help them.

ACTION

Using his business value based approach and skillset, David reviewed the existing process documentation against the reality, working closely with the banking manager and his team. David led many rounds of review over a three month period allowing the team to become comfortable all processes had been updated to a good standard.

RESULT

After several rounds of review and update the team were happy the processes now reflected current practice. The banking manager, his team and the audit department were very happy the processes they now had were accurate. The banking manager mentioned that he and his team had learnt a lot about their effectiveness and efficiency. Although there was almost no IT component in this work David's multifaceted business value / IT accuracy approach showed its power in engendering business effectiveness arising from a holistic, value-vigilant approach.

ORGANISATIONS DAVID HAS HELPED USING HIS HIGH POWERED SKILLSET

The many organisations David has helped include BPP Professional Education, Canterbury Christ Church University, ADP Employer Services, University of Westminster, Woking and Sam Beare Hospices (WSBH), The Pensions Regulator (TPR), Integral UK Facilities Management.