

“Improve your company performance with a clear vision into your business”

## Are your business systems helping drive you forward?

Business software applications are an essential part of the day to day running of every business, large or small. They range from simple spreadsheet-based reports, through financial accounting packages to full-scale integrated ERP solutions.

In many companies, the business systems in use are less effective than they could be because prudent business people stick with tried and tested processes for as long as possible to maximise their return on investment.

But prudent business people are also increasingly aware that inefficient business systems can prove surprisingly costly – especially in the duplication of manual data entry – but also prevent them from seizing opportunities and competitive advantage, because they fail to provide the information necessary to make timely decisions.

Integrated business solutions are available today which streamline manual processes and use corporate data to provide decision-makers with the information they need to run better businesses: but do you really need to invest in them?

Eclipse offers each of our clients an Annual Strategic Systems Review as part of their current annual maintenance plan. The Review will usually require ½ day on-site, meeting with the business decision makers and key system users, plus ½ day documenting and collating the information gathered. The objectives of this review are;

### Purpose

- Recognise efficiency gains and best practice
- Discover where systems can be used more efficiently
- Identify ways of improving the use of existing functionality

### Benefits

- Maximise the use of your current solutions
- Get advice on additional functionality to address existing issues
- Help provide an increased return on your investment

We've put together some questions on the reverse of this form which may help you to identify if your existing systems can be enhanced to further contribute to your success - we hope you find it useful. To request a Strategic System Review, simply complete the registration form on the Eclipse website.

#### QUESTIONS FOR THE CEO OR MANAGING DIRECTOR

- Could you list your top 50 customers, ranked by current 3-month/6-month profitability in under 5 minutes?
- If you wanted a sales report broken down by country, division and product - accurate as of this morning, could you get it by this afternoon?
- Could you get a report on divisional performance within the next half-hour?
- Are you able to view budget and actual figures on your whole business, from your desktop, without the help of IT?
- Could you merge a newly-acquired business into your processes, systems and databases within one trading quarter?
- Can you allocate time and other costs to projects, and immediately see the impact on profits against individual projects and contracts?

#### QUESTIONS FOR THE MARKETING DIRECTOR

- Do you know how sales figures were affected by your last marketing campaign?
- Can you create customer mailing data, and raise personalised letters, from within your system?
- Do you have direct access to details of the sales pipeline: who's in it, and where they are in the sales process?
- Is your web presence integrated with your operations?
- Can you view all the communications you've ever sent to a major prospect, immediately, on line?
- Do your staff have instant access to complete customer, financial and product information?

#### QUESTIONS FOR THE CHIEF FINANCIAL OFFICER

- Are your financial, purchasing and business management systems integrated?
- Would you like to eliminate the need to re-key financial data on a regular basis?
- Can you consolidate all subsidiaries into one database, and publish accurate consolidated figures, including eliminations, within two days of the month's end?
- Do you have front office (sales and marketing), e-commerce (web) and financial systems that share the same database?
- Can you respond to a request for detailed financial reports on the whole business, or any part of it,

#### QUESTIONS FOR THE COO OR OPERATIONS DIRECTOR

- Can your customers track the progress of their orders on line?
- Are you able to issue competitive tenders to your suppliers on line, and get them to respond with best prices?
- If you devise a new process for your business, can your software be changed easily to emulate and support it?
- Can you use the system to help you compare suppliers in terms of price, quality and responsiveness?
- Does your field service system update your financial systems in real time; can you spot profit and performance trends in your service operations?

#### QUESTIONS FOR THE SALES DIRECTOR

- Can you change an item price for a particular customer at will, and still know what profit you're making?
- If you wanted a list of all your customers, ranked by increase in spend year-on-year, could you get it today?
- Can you see which of your sales territories has been the most successful in the past week?
- Are your sales staff equipped to schedule deliveries and commit them to their customers within minutes?
- Can you give customers precise details of the progress of their orders at every stage in the production cycle or let them track progress themselves via the web?
- Are your field sales and service staff able to log on remotely and access important data?

#### QUESTIONS FOR THE HR OR PERSONNEL DIRECTOR

- Are you able to ensure that all managers in the business follow the same appraisal process?
- Can your employees access key business systems over the web, and enjoy more flexible working conditions?
- Does your software help you to streamline and manage the recruitment process?
- Can you get reports on absenteeism trends by department or work-group in minutes?
- Will your system tell you when an employee needs refresher training in order to comply with regulations?
- Is your Working Time Directive compliance automatically monitored by your business system, alerting you before breaches occur?

#### QUESTIONS FOR THE CIO OR IT DIRECTOR

- Can you, or your IT services company, reconfigure your system to match a major reorganisation, within a few days?
- Can your systems exchange documents / data with other systems openly, and integrate with other applications easily?
- Can your users set up their own desktops and configure the system to suit the way they work?
- Are you ready for web services?
- Does your business benefit from mobile working?

We hope that has been of interest and will help you to refine your IT strategy. If you'd like further information about a Strategic System Review, please call us on **0203 058 1000** or hand in this form.