ALAPDA

The Catalyst for Managing Change

The information contained in this document mirrors the information provided on www.alapda.com
for more information about our services, contact:

ALAPDA, Inc.
17110 Majestic Ridge Road
Austin, Texas 78738-1208

(512) 261-8975

ALAPDA offers **Professional Services** designed to guide and support your team in the planning, evaluation, and action (or improvement) of current business processes and supporting technologies. Our methods are used to **manage through all aspects of change**, leading to more effective processes that ultimately support corporate strategic goals. Our final goal is to leave you with an environment that not only sustains the new way of doing business, but one that strives for **continuous improvement** throughout your organization.

While our focus initiated in Field **Service, Work Force Management**, and **Field Force Automation**, our core service offerings have expanded to include **Customer Service, Network Management, and Logistics**. Our understanding of each of these components and how changes in one affect the other from both an operational and technological view is what sets us apart. Essentially, we are the **catalyst for your team** to effectively manage through and optimize your ever-changing environment.

ARE YOU DOING ENOUGH TO SUPPORT YOUR PLANS?

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ABOUT US

BACKGROUND

 In 1997, ALAPDA was founded as a professional services firm focused on a niche market opportunity in the area of Work Force Management (WFM), now also known as Field Force Automation (FFA). With over 10 years of specific experience leading WFM engagements from both the vendor and customer perspectives, we recognized two key "enlightening" factors, which led us to the realization that an opportunity existed to provide specialized WFM planning and implementation services:

Customers needed to enlist expert advice to plan, implement, and support their WFM systems. Process management methods were required to effectively address and manage the operational changes brought on by WFM. It is precisely these two areas that ALAPDA targeted when developing its early business strategy and plan over 5 years ago.

Since its inception, ALAPDA has channeled most of its energy into the Broadband industry. For Broadband, ALAPDA has employed a "partnering approach" with many of the leading Multiple System Operators (MSOs), and has developed a reputation of being the "best in breed" for delivering quality, "value-added" professional services to these clients. This impressive client list includes 4 of the top 7 MSOs in the country. The ability to deliver value for these clients has led to significant and sustained growth for the company as evidenced by our expansion into Computing, Healthcare, Security and Utilities Industries. While ALAPDA started out with a focus in WFM, the professional service offerings have grown to include other inter-related areas: Customer Service & Call Center Consolidation, Network Management & Trouble Ticketing, and Logistics & Inventory Management. While WFM is still one of our primary core competencies, our experience and "know how" in these other areas has proven to be just as valuable. ALAPDA was originally established as a "network corporation" in order to allow the company to expand it's core competency offering to it's customers. With the network of associates established, ALAPDA is able to provide highly experienced resources from a network of associates who specialize in different market niches nationally. Depending on our client's timing, needs, budget, and plans, ALAPDA can provide the necessary resources and align support for optimizing operations and managing the introduction of new technologies as the business environment is constantly changing.

CORE VALUES

In today's fast-paced environment, two factors have become even more important to succeed in business today: relationships and trust. While there are many core values upon which we manage our business, it is these two that ALAPDA founded its business philosophy. The relationships that we have built with our clients, our alliances, and our associates are critical to both our near-term success and long-term sustainability. We understand that relationships are built on trust, which is earned over time through our actions, knowledge, and results.

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STRATEGIC VISION

- To be Viewed by Our Clients as the Premier Provider of Professional Services for Field Service Optimization and Work Force Management Solutions
- To Create and maintain a Balanced Environment for our team where Personal, Professional and Financial Goals each Thrive.

To Grow & Diversify our Business by:

- Leveraging our experience and expertise across Broadband, Healthcare, Security, Computing and Utilities Industries.
- Leveraging our Service Lifecycle Approach to provide additional Value-Add Service Offerings.

MANAGEMENT TEAM

The ALAPDA management team includes members each having over 20 years experience in areas consisting of:

- Executive Management
- Corporate Operations
- Customer Service
- Field Service
- Logistics
- Research & Development
- Marketing & Sales

- Simulation Modeling
- System Engineering & Product Development (including WFM systems)
- Program/Project Management
- Process/Change Management
- Large Scale System Integration & Implementation
- Quality Assurance

Our management team has experience working directly for Broadband corporations in senior management capacities during a time when traditional analog cable video service was transforming into broadband with the introduction of high speed data, telephony and digital services. Our team has also had senior level roles for a WFM vendor providing leadership, which spans the full product lifecycle for taking a WFM solution to market. We were able to successfully leverage our collective core team experiences to establish ALAPDA as a leading provider of WFM professional services during our initial broadband focused business strategy. With this background, the ALAPDA Management Team offers a diverse blend of talent and experience, which uniquely qualifies us for the specific professional services we offer. Each Management Team member has successfully deployed multiple WFM solutions for various Broadband corporations nationally as well as led programs and initiatives in inter-related areas including Customer Service, Network Management, & Logistics, all of which had a direct affect on our expansion of service offerings. Additionally, several team members have successfully deployed WFM solutions for the Utility industry, which has supported our growth into new industries. This has provided the ALAPDA Team with comprehensive and applicable insight that we believe is what distances us from our competitors. Bios for management team members are available upon request.

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INDUSTRY FOCUS

BROADBAND

The Broadband Industry is in the midst of an era of unprecedented change. Since the Telecommunications Act of 1996, the influence of new competition, fluctuations in the economy and constantly changing technology have tested the resolve of the companies that provide services in this industry. Never before has it been so important to respond quickly and conscientiously to market demands. Now, more than ever, it is important for the business to thrive and capitalize on the many challenges ahead.

Competition
- Retention of Core Services
- Penetration of New Services

Customer Needs
- Adoption of Internet –Speed, Reliability, Availability
- Bundled Services
- Quality Customer Service

New Service Offerings
- Commercial & Home Networks
- Home Security
- HDTV
- Telephony

Economic Pressures
- Capital Spending Scrutiny
- Shareholder Value

Business Growth Support
- Plant Upgrades
- OSS Services

Changes in Technology
- Maturity of Wireless Networks
- Maturity of Broadband Networks

ALAPDA's team members have hands-on operational and technological experience in the Broadband Industry. Whether you're simply looking to optimize your existing operations or determining how you're going to handle growth by introducing new services, you will find that ALAPDA's background and know-how for working through these issues can be the right supplement to your team. Please contact us to learn more about our services and how we can best support your needs.

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UTILITIES

The Utilities Industry (electric, gas, & water) is undergoing far-reaching and fundamental changes as a result of a number of concurrent influences and trends:

- ▷ Deregulation of the Electric and Telecommunications industries, opening up new opportunities for electric companies.
- ▷ Economic slowdown and turmoil in the Middle East.
- ▷ Changes in the needs and technological sophistication of customers driving more innovation by utilities to offer a broader scope of products and services.

These trends have led to tremendous challenges for the utilities where they must face new competition, devise new tactics, and optimize key business processes in order to thrive in these new conditions. The utilities' service organizations are expected to grow and change rapidly with the additional pressures on cost savings and enhanced service quality. And finally, industry consolidation is driving mergers and acquisitions that require technology solutions to scale and manage the increased complexity of consolidated operations and support future growth. With all this change, many utilities companies are reviewing their existing legacy customer information systems and work management systems to determine if they can continue to handle the complexities associated with consolidation and growth demands, while simultaneously looking for ways to improve customer service. Additionally, the legacy systems are becoming increasingly more difficult to integrate new/updated technology solutions due to inherent limitations in the existing architecture. ALAPDA has the expertise, skills and field-proven approaches to assist your teams during these critical endeavors. Our team, including senior level talent with direct utilities experience, would welcome the opportunity to share ways in which we can assist you with business growth planning, optimizing current operations, or introducing new technologies. Please contact us to learn more of how we can help you in your given situation.

COMPUTING

No other industry has had a more profound and far-reaching effect on the world economy in the past three decades than the computing industry. Penetration rates continue to climb on both commercial and residential fronts. According to the US Department of Commerce, over 60% of US workers and homes use computers and over 60% of US homes have access to the Internet (up from 36% in 1993 and 18% in 1984), with a growing trend (14% Cable modem/DSL) towards broadband connectivity.
However, the US Census Bureau has reported that investment in computer and peripheral equipment has significantly declined from their highs since 2000, (consumer -6.6% and business 31.1%). Declining demand coupled with negligible price distinction has caused companies in this industry to shift focus towards service delivery as a competitive differentiator. Savvy companies now view Field Service Organizations as profit centers or strategic lines of business as they aggressively explore ways in which they can optimize service operations. An emerging priority is to replace older, antiquated legacy field service systems that are incapable of supporting current business needs. Organizational and technological changes of this magnitude should not be underestimated and require careful consideration. ALAPDA's solutions might be just what your business needs. Whether you're planning to introduce a new service profit center, optimize your operations, or replace an existing technology solution such as your field service system, please contact us so that you can learn more about us and we can explore ways in which ALAPDA can best support your situation.

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HEALTHCARE

It is a challenging time in the Healthcare Industry. With curable diseases on the rise, life expectancy increasing, and population explosion worldwide, the long-term outlook on availability of healthcare has become a major concern. If that's not enough, pressures from government agencies and consumers to make healthcare more affordable has placed an added burden on the entire industry.

With these demands, the need for hospitals, practitioners, home healthcare services, and accompanying medical devices will continue to increase at a rapid pace. The ability to meet these demands will require different support models be considered. The optimization of the service organization is now a requirement in order to eliminate inefficiencies and control costs. Constant advances in medical device technology and increasing regulation on their safety and control will stretch the organization's ability to provide ongoing, quality service.

Many medical device companies are not considering their service organizations as simply a "sunk cost", but rather viewing services as a new profit center given the increase in competition and shrinking profit margins on devices and equipment. So, how will the service organization need to change to handle these new demands, and how will operations and corresponding business processes be affected?

As your organization explores options to meet the challenges that lie ahead, consider that ALAPDA can provide expert assistance in providing recommendations to improve your service organizational effectiveness. Please contact us to learn more about how we can help you with your given situation.

SECURITY

Unlike most industries that have been adversely effected by the recent economic trend, the Security Industry has flourished, primarily due to heightened public security awareness since 9/11, and the accelerated pace of advancements in security technology. Consider these factors which have helped fuel the industry growth:

Industry Advances

▷ Advances in biometrics, access control, and CCTV systems allows for greatly enhanced security measures.

▷ Reduced video bandwidth requirements minimize the need to maintain dedicated security networks.

▷ Emergence of intelligent control systems allows remote access, monitoring and management of commercial and residential security systems.

▷ Investment in automatic ID systems, electronic article surveillance equipment, CCTV, and other security systems and services reached a combined estimated all-time high of $193 million in 2001, up from $83 million in 2000 (RCW Mirus Inc.)

Consumer Demands

▷ Reduced video bandwidth requirements minimize the need to maintain dedicated security networks.

▷ 90% of all US households rate home security systems as moderately or very effective (National Family Research Institute)

▷ Homes without alarms are 3.5 times more likely to be burglarized (Greenwich Study)

▷ 1 in 4 consumers prefer shopping in stores where surveillance cameras are used

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The ability to stay competitive and meet market demand is largely dependant on the Security Industry's ability to confront a significant integration challenge. Companies rapidly and seamlessly introducing disparate technologies, such as CCTV and access control systems with legacy IT networks and platforms, will prove to have a competitive advantage. The effects of deploying advanced technologies coupled with the large increase in consumer demand will push the service organizations to new levels. Installation, repair, and maintenance requests will increase dramatically forcing changes to operations in order to maintain the highest quality of customer service. Streamlining processes through the introduction of automated technologies will be key to supporting these changes and preparing the organization to handle current demands as well as sustaining continued growth.   Planning for growth, managing new technology deployments, and optimizing current operations are ALAPDA's core strengths. Our Service Lifecycle is designed to assist companies with managing these changes while minimizing stress to daily operations and preparing for future demands of the company. Please let us know if you would like to have our team meet with your staff to discuss ways in which we could assist with your given situation.

SOLUTIONS

BUSINESS GROWTH PLANNING

Having purposeful, efficient and managed growth plans is key to "surviving and thriving" during rapidly changing economic times. Companies from all industries focus on developing growth strategies that can positively impact their sales, customer base, revenues, and profits. Growing a business successfully begins with developing a strong foundation upon which the strategy can be built, deployed, and monitored. An important aspect to be considered early in the planning cycle is to clearly define how operations is expected to navigate the challenges brought about by the

Source: META Group & Rubin Systems

significant changes to come; how can operations grow without adversely effecting current daily performance?
 As a company sets out to build a platform for growth, many elements must be given ample consideration and funding so that growth plans can be successfully executed by the organization. Market trends continue to show substantial and increased investment made by companies in the growth and implementation planning. ALAPDA feels we can best support our clients' growth planning efforts by concentrating on offering key, select planning services that can ease the organizational transition and help reduce some of the lifecycle expense:

- ▷ Program structure development to ensure activities are aligned with corporate strategic "growth" goals.
- ▷ Sophisticated business simulation modeling tools to identify alternative solutions and approaches to managing resources and optimizing processes.
- ▷ Process and change management techniques coupled with operations-based training programs that incorporate existing and new products/services requirements
- ▷ Methods for piloting new operations with clearly identified metrics and corresponding measurements to validate the selected approach.

Through this activity, ALAPDA offers senior management team members with the direct experience and background to advise you and your team at different stages throughout the business growth planning process. Whether your growth planning efforts are just beginning or already underway, please contact us to learn how we could help you in your given situation.

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OPTIMIZE OPERATIONS

With the challenges of today's economy, many companies realize that investing in new technology to improve operations may not be feasible. As an alternative, many are finding that optimizing operational processes and existing technologies can yield substantial, tangible results. Helping clients interested in optimizing business processes is one of ALAPDA's core strengths. Our team will work with you to establish a program utilizing ALAPDA's process management to:

- ▷ Evaluate critical processes that must support both current and future operational needs.
- ▷ Identify legacy processes that have been accepted over time, yet need to be revisited.
- ▷ Review use of existing technologies to capitalize on areas underutilized or not used at all.
- ▷ Document process maps and descriptions of the "future state" processes, providing a new baseline to support continuous improvement.
- ▷ Utilize change management techniques including operations-based training to improve the transition to a new, better way of doing business.
- ▷ Establish metrics and corresponding measurement techniques to baseline current operations and capture new data to validate the success of the operational changes.
- ▷ Plan for the eventual introduction and integration of new technologies into operations when it can be supported.

The identification, evaluation, deployment and ultimate adoption of improved business processes by the organization is critical, and ALAPDA can help you plan for and execute a successful rollout strategy where the benefits are clearly tracked and validated. We believe that you will find our complete "solution-oriented" approach to optimizing your operations is a necessary complement to your team on this important initiative. Please contact us to learn more about how ALAPDA can support your needs.

INTRODUCE NEW TECHNOLOGIES

For many businesses, it has become evident that existing technology solutions can no longer support their business needs and must be either enhanced or replaced. The introduction of new technology can vary dramatically from something as simple as installing a "stand-alone" system to delivering complex solutions requiring a series of integration points, crossing multiple technology domains, and directly affecting hundreds or thousands of users. So where does one start?

Based on extensive experience and background in deploying new technologies, ALAPDA has identified several key activities to consider when planning for this type of endeavor:

- ▷ Perform a needs assessment to identify, weight, and prioritize requirements of the affected organizations; recognizing the "must have's" as being a critical aspect to this process.
- ▷ Define the "target environment", which may include aligning specific technology standards with key anticipated organizational changes, such as consolidation.
- ▷ Determine the approach and selection process to use in identifying the vendor solution of choice.
- ▷ Recognize the level and rate of change the organization must undertake.

- ▷ Establish the proper program management required to support the scale of the deployment.
- ▷ Utilize change management techniques including operations-based training to ease the transition of the organization to the new way of doing business utilizing the new technology(s).
- ▷ Establish metrics and corresponding measurement techniques to baseline current operations and capture new data to validate the success of the new technology deployment.
- ▷ Setup an internal support structure to effectively manage all aspects of the new solution, as well as provide for post-deployment audits to fine-tune operations for maximum benefit and continuous improvement.

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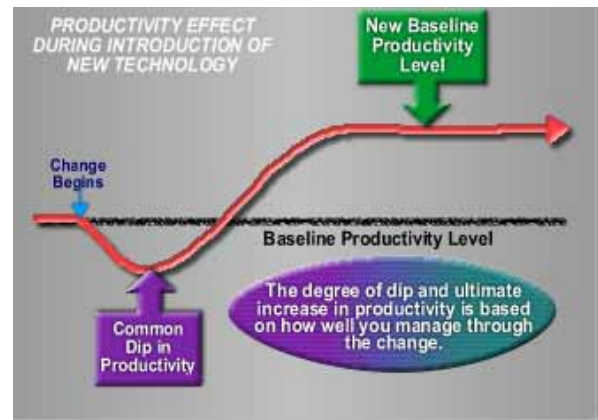
WORK FORCE MANAGEMENT

With over 10 years of specific experience leading WFM engagements from both the vendor and customer perspectives, we recognize two key "enlightening" factors, which led us to become the premier WFM planning and implementation services firm:

Historically, customers had underestimated the level of involvement required to deploy, manage, and grow their WFM systems to meet the current and future needs of the business. However, the more successful endeavors occur in those implementations where the customer is clearly engaged and leading the efforts, while simultaneously being supported by companies focused on their core strengths --- product vendors providing product support, and service firms providing professional services.

Recognizing that the introduction of WFM to Field Service organizations requires modification of many operational procedures to accommodate the new technologies and instituting process management methods to effectively address and manage the operational changes required. To some, this represents a tremendous opportunity for the operations staff to evaluate all key processes related to field operations to ensure they were prepared to transition to a new way of doing business supporting key corporate and departmental objectives. Included in this methodology is the establishment of clear baselines for metrics affected by WFM allows for measurement of the "value" of the solution, ultimately leading to a positive return on investment for the organization.

ALAPDA specializes in the planning and implementation of work force management (WFM) solutions to support enhanced field operations. Based on each client's specific implementation needs and the WFM solution, ALAPDA offers specialists across the diverse WFM domains including automated routing and dispatching algorithms, Geographic Information Systems (GIS), mobile computing, Global Positioning Systems (GPS), wireless communications, and reporting. With years of direct experience in the implementation of WFM systems, ALAPDA brings a unique value not found in general consulting and project management services.

- ▷ 8+ years of WFM System Engineering & Product Management.
- ▷ 1st deployment of the MDSI WFM application in the Broadband Industry
- ▷ Deployment and optimization of MDSI WFM solutions at two large MSOs.
- ▷ Deployment of Arrowsmith Technolgies' FLEETCON WFM solution (now part of PointServe) including an enterprise-wide rollout (7 national sites) for a large MSO, and deployment at the single largest MSO "system" in the U.S.
- ▷ Deployment of MobileForce Technologies' WFM solution (now part of C-COR.net) at a large MSO.
- ▷ Program Management Office (PMO) establishment and Process Optimization of an existing WFM solution across the enterprise for a large MSO.
- ▷ MDT Evaluation/Selection process, Wireless Communications evaluations/planning, as well as Network Management (Trouble Ticketing) integration into a WFM solution

OPPORTUNITIES

ALLIANCES

Business solutions are ultimately defined by clients. Client needs are many and varied, and they can rapidly change along with the competitive climate. They demand the best options available to meet their solution needs. We at ALAPDA feel that it is unrealistic to assume that any single company can represent the best alternative for all clients in all cases. Working in a collaborative fashion is essential to our business strategy, and to the way in which we deliver value-add service to our clients. This ensures our clients receive maximum, sustainable benefit from our engagements in as rapid a manner as possible.

Our intent is to seek, establish and maintain mutually beneficial business relationships with established product and service market leaders that complement our own offerings. Typically, the nature of these business relationships evolves along industry lines and is tailored to specific industry trends. If you are interested in learning more about ALAPDA or becoming one of our alliances, please contact us at (512)261-8975 or email us: **info@alapda.com**

SUBMIT A RESUME

ALAPDA offers professional services and manages relationships with some of the top businesses in the following industries: Broadband, Computing, Healthcare, Security and Utilities. We align talented, experienced candidates with our clients specific needs, and then work closely with them to ensure their needs are met. We are always looking for skilled people to become a part of our team or associate network. Only experienced candidates will be considered who possess skills that include, but are not limited to the following areas related to our industry focus: Program/Project Management, Process/Change Management, Business Analysis & Simulation Modeling, System Engineering/Integration, Mobile Computing, Wireless Communications, Call Center Management/Consolidation, Work Force Management, Network Management, Logistics/Inventory Management, and Sales/Marketing.

If you would like to be considered for a future project, submit a resume and cover letter in either a Microsoft Word document, text file format or Acrobat PDF to the following email address: **info@alapda.com**

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PROFESSIONAL SERVICES

STRATEGIC PLANNING

 ALAPDA views Strategic Planning as an ongoing process that incorporates both vertical and horizontal change into the ongoing operations of a multi-functional organization. The result of this process is a cohesive, customer focused plan that propels the business forward as it is executed. We recognize that a key aspect of successfully managing these changes is to ensure that clear alignment exists between the initiatives being undertaken with stated corporate goals. **ALAPDA Team Members will assist Senior Staff in defining, prioritizing, aligning, and reinforcing initiative goals to be used by executive sponsors, initiative champions and project resources.**

BUSINESS SIMULATION MODELING

Wouldn't it be nice to know that the vision you have will execute successfully? In today's ever-changing environment, many businesses are limited on time, resources, or budget to "trial" new processes or technologies. The consequences of having an unsuccessful trial or of not being able to trial alternative solutions can be significant. One way to reduce risk and upfront trial expenses, while increasing the number of alternative solutions for evaluation, is through the use of business simulation modeling.

The tools and techniques ALAPDA uses to simulate business processes and underlying technologies are state-of-the-art. The ability to model different scenarios with varying sets of constraints and inputs provides realistic estimates of how the proposed changes will perform. The results of simulation allow an organization to select the best approach through informed decision-making and planning without having to trial in a "live" environment. EXAMPLE: You are preparing to offer a new product or service that requires a new set of devices be delivered to your customers' premises. This must be done while maximizing the use of your internal resources and not reducing the quality of service you provide. How do you do it? ALAPDA's business simulation modeling is the tool you need to analyze the situation.
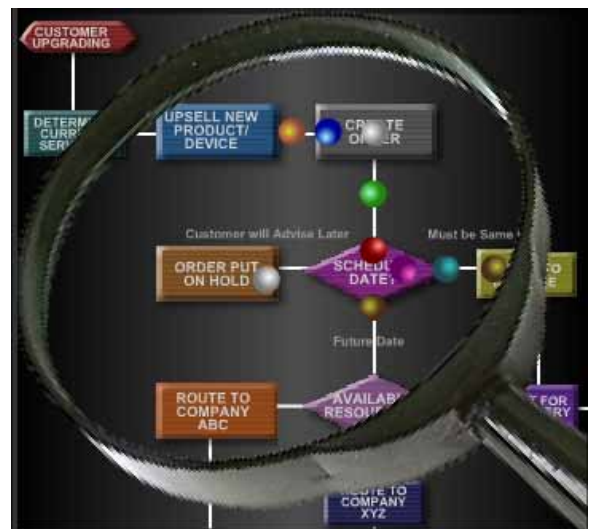
PROGRAM MANAGEMENT

Successful initiatives require comprehensive, flexible and dynamic organization. ALAPDA understands that successful change can best be accomplished by the involvement of the right people at the right time, and creating the structure to do the right things.

We have helped many clients lead successful initiatives through the establishment of a Program Management Office, which centralizes the planning, management and communications of the undertaking. ALAPDA recommends clients establish a Program Management structure when multiple, related or complex projects are embarked upon which contribute to the achievement of a common goal.

PROCESS & CHANGE MANAGEMENT

ALAPDA's methodology for process and change management supports your team through the Planning, Evaluation, and Action phases for optimizing your business processes. The diagram below depicts three phases and primary steps used in our Process Management Methodology.

Process Management Intent: To ingrain process management techniques into the organization so that key processes and corresponding metrics are constantly reviewed, providing the mechanism for true "continuous improvement".

Change Management Intent: To minimize the impact brought about with new technologies by utilizing ALAPDA's Operations-based Training techniques that incorporate new technology training ("point & click") with future-state process training.

The Results: Employees participate in making positive changes to the organization. They understand "How and Why" changes are being made as well as how the new tools and techniques are used to best support their needs. This allows for quicker adoption by the organization and significantly reduces productivity loss during the transition.

PLANNING:
* Identify Key Processes, Indicators & Ownership
* Document Processes & Establish Metrics
* Measure Current Processes (Collect Data)

EVALUATION
* Evaluate Processes for Improvement
* Select Key Process Changes for Implementation
* Prioritize Proposed Changes

ACTION:
* Combine Multiple Changes (when Feasible)
* Implementation & Transition Planning
* Change Implementation

The Benefits:
- Processes are documented allowing them to be replicated across the organization
- Metrics are identifiable and can be re-measured over time
- Process barriers can be identified and eliminated
- Process communication eliminates tensions between groups ("tear down any walls")
- Teaches effective "transition" techniques that provide higher productivity early in the change cycle.

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REQUIREMENTS DEFINITION

To ensure that the requirements of the project are based on objective information, that meet a specific need of the organization, it's crucial to have corporate goals aligned and prioritized with the initiative. This is true whether you're introducing new technology, upgrading an existing system or optimizing current operational processes.

Knowing "where you are" is the first step to determining "where you are going". In the initial phase of defining project requirements, it's important to baseline the existing operations of the various business units and functional organizations that have specific needs.

Review sessions are held with the effected functional groups to capture and prioritize requirements. Identifying what you must hais a critical aspect of the needs assessment process as it forces the organization to decide what is truly important.

Once needs have been determined, the final step is toresulting from the initiative. Consideration should be given to consolidation, technology infrastructure, vendor criteria, and internal organization development, as they may be applicable in defining the target.
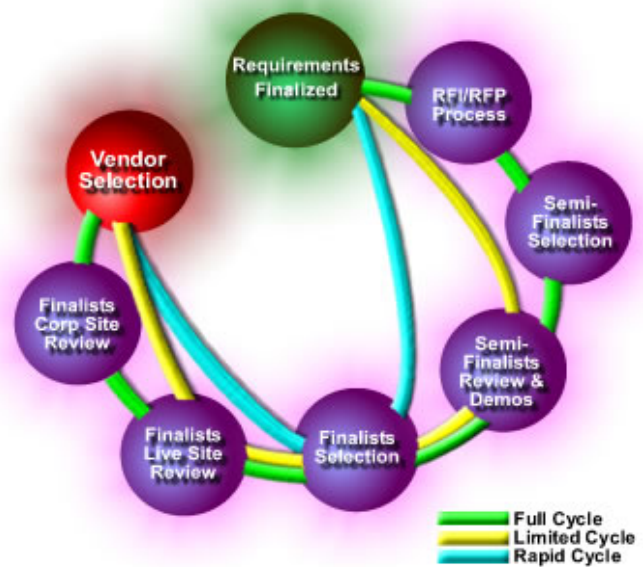
VENDOR EVALUATION & SELECTION

It shouldn't take a crystal ball to choose a vendor.

The vendor selection process can be approached in several ways depending on such factors as time, budget, source/vendor selection standards, custom vs. off-the-shelf technologies, pvs. new solutions, etc. ALAPDA will work with you to define the **best approach** that considers these factors to enable the successful selection of the most appropriate vendor.

ALAPDA maintains alliances with companies that share a mutual interest in providing value-added products and services to a common customer base. We do this with the intent to offer our clients "best-of breed" choices and tsatisfy their specific needs. And while we very much value our alliances, we have decidedly maintained our independence in order to best represent our clients interests in an unbiased manner. Uncommon to many professional service firms, this independence allows ALAPDA to impartially help our clients identify the solution that best meets their needs.

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ENTERPRISE PLANNING

Whether you're making a simple process change at a single site or deploying a leading-edge technology solution across the enterprise, there is an appropriate level of planning required to fulfill the organization's needs. Communicating with and preparing those affected by the change is vital to getting the highest level of adoption and utilization. The goal of the planning phase is doing just that...closing the gap between what leadership wants to achieve and the ability for their organizations to deliver it. It takes a discipline for meshing strategy with reality, aligning people with goals, and translating the big-picture into concrete steps to produce the anticipated results.
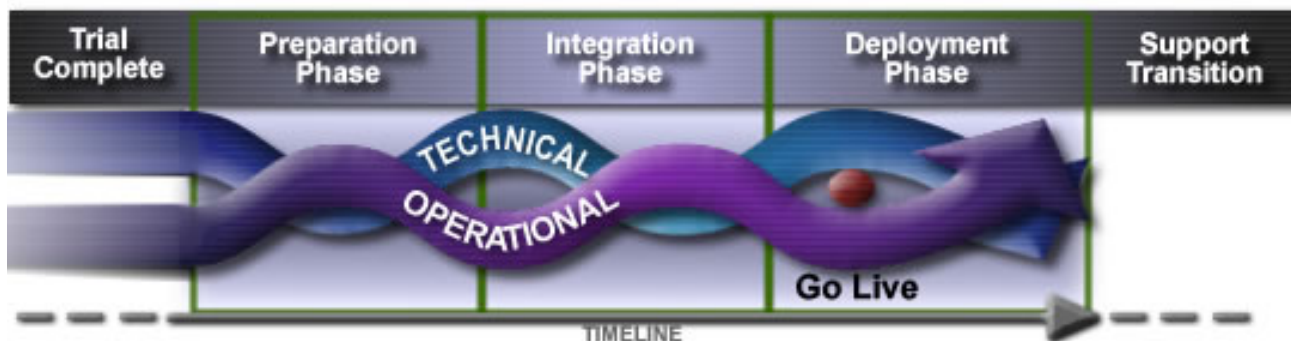
Enterprise Planning Activities include:

- Program Plan Development
- Gap Requirements & Estimation
- Business Case Validation
- Vendor Contract Approval
- Gap Development Management

- Production Solution Verification
- Technology Infrastructure Integration
- Deployment Plan Development
- Process Management & Standardization
- Support Organization Preparation

SOLUTION DEPLOYMENT

Technology without "Adoption and Utilization" is merely a promise of things to come, or a realization of what might have been. Successfully deploying solutions takes dedicated time, broad experience and specific skills. Many times clients find they do not have the time or expertise required to ensure the success of their projects. Vendors offer deep knowledge of their products, but may lack an appreciation of client-specific operations.

ALAPDA has assisted many clients in successfully deploying solutions using a proven, flexible and repeatable methodology, which encompasses both technical and operational considerations throughout the duration of the effort. This includes providing "Operations-based Training" that incorporates how to apply the solution in their daily routines. (See **Process/Change Management** for more information.) We work to ensure timelines and milestones are achievable and effects on operations are well-represented in product requirements, thereby creating a "win-win-win" deployment scenario.

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SUPPORT PLANNING

After a period of providing on-site support, where operations and technology are closely monitored and issues are rapidly resolved, project teams are dispatched to their next assignments, leaving support organizations as the first line of defense. It is crucial during this phase of the effort to ensure end users know where they can get help in order to maintain "business as usual". ALAPDA works to ensure that appropriate support mechanisms are available, communications paths are clearly defined and that a seamless transition occurs between the Implementation Team, Support Teams and End Users.

A typical support structure would include:

LOCAL SUPPORT	Local staff dedicated to supporting end users. Rapidly restore operations during system failure. Primary local contact for release management. (Level I)
CORPORATE HELP DESK	Responsible for accurately and rapidly managing the current and future solution needs both externally (vendors) and internally (user community). (Level I/II)
VENDOR	Support for Corporate and Local Support Organizations defined per agreement. (Level II/III)

CONTACT US

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