

CHARTERIS



Enabling the
agile enterprise

Business agility for competitive edge



In today's highly competitive and fast-moving markets, alignment of business strategy with the effective application of technology has a profound effect on achieving business agility. Agile organisations not only respond well to market change, but they also anticipate it, accelerating decision-making and proactively adapting their business.

Achieving agility means clear visibility of actual business performance, and the ability to drive timely change through adaptable processes and flexible IT systems and infrastructure. In this way the value of investment in IT can be fully realised – making IT a strategic asset.

Applying deep practical experience, Charteris helps leading businesses achieve rapid and reliable change for increased performance now and in the long term.

“ At Charteris we recognise the importance to our clients of business agility in maintaining competitive edge. To thrive in markets where the pace of change is accelerating, efficiency alone is often not enough.



Charteris does more than talk about business agility. We work in close collaboration with our clients to help deliver it. With our rare blend of business expertise and technological flair we provide independent impartial advice and advanced solutions based on the latest proven technology – bridging the gap between business and technology to enable the agile enterprise. ”



Transforming business performance through agility

At Charteris, we help major organisations transform their business performance through the strategic application of technology.

Our **business consultants** work closely with clients to achieve sustainable business change.

- ◆ We create business-aligned strategies and, with proactive knowledge transfer, ensure the effective selection and use of information technology.
- ◆ We advise on and establish effective sourcing arrangements that support business agility.
- ◆ We provide expert services in the resolution of disputes.

Our **project and programme managers** draw on extensive knowledge of best practice and proven delivery frameworks and methods.

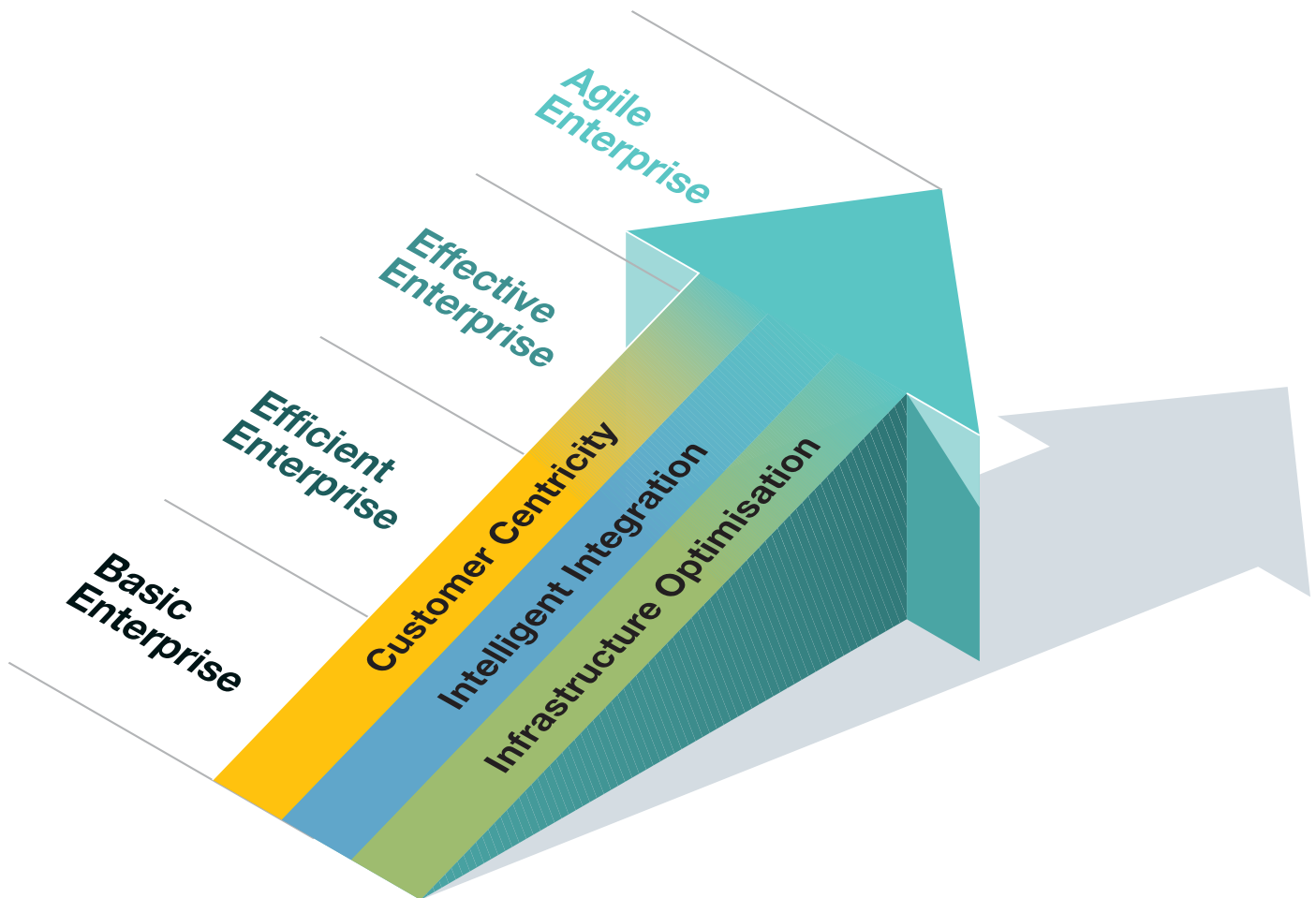
- ◆ We direct and manage complex, high profile projects and programmes, ensuring the delivery of planned benefits and maximising business value.
- ◆ We support clients' programmes through interim management and mentoring.

Our **technical consultants** bring practical in-depth experience of the latest proven technologies.

- ◆ We offer award-winning expertise in the architecture, design and delivery of enterprise-scale business solutions.
- ◆ We take responsibility for full lifecycle delivery of solutions or blend our skills with client teams to deliver the benefits of advanced systems reliably.

Enabling the agile enterprise

through the strategic application of technology



Charteris focuses on three key business areas: Customer Centricity, Intelligent Integration and Infrastructure Optimisation.

Our solutions in each area, whether taken in total or in part, are designed to help the client organisation progress along a proven and cost-effective path towards enterprise agility.

Charteris works closely with its clients to:

- ◆ Deliver rapid, flexible and sustainable business change for competitive advantage.
- ◆ Improve the use of IT resources, making IT a strategic asset to the business by reducing overall IT costs.

Three critical paths to enterprise agility

Customer Centricity

Organisations are increasingly serving their ever more discerning customers across multiple sales and communication channels. Customers expect high levels of consistency and flexibility in this multi-channel experience. To address these changing needs and maximise customer retention and growth, organisations must become more customer centric in every area of their operations.

Charteris' solutions help clients:

- ◆ Become more customer centric by presenting one consistent brand experience to their customers.
- ◆ Monitor customer behaviour across multiple channels e.g. in-store, internet, mail order, mobile phone.
- ◆ Increase revenue from existing customers, accelerate the rate of customer acquisition and reduce churn.
- ◆ Significantly improve customer service standards through streamlined business processes and systems.

Intelligent Integration

The need has never been greater for enterprise solutions that improve operational efficiency, particularly through collaboration, and which give access to complete business information to enable effective decision-making. However, mid and back office solutions have often failed to deliver this on time or within budget.

Charteris' solutions help clients:

- ◆ Source solutions using an innovative approach to fast track requirements definition and supplier selection.
- ◆ De-risk enterprise implementation through highly experienced programme and supplier management.
- ◆ Use new solutions that enable incremental implementation – bringing benefits sooner with greater cost control.
- ◆ Gain extra value from new enterprise solutions through intelligent integration of existing systems and information.

Infrastructure Optimisation

IT operations and underlying infrastructure need to be flexible to meet ever-growing business demands, but the pace of change often leaves little time for optimisation. As a result, many organisations are missing out on the huge efficiency gains and competitive advantage offered by optimised infrastructures, best practice and new solutions.

Charteris' solutions help clients:

- ◆ Benchmark the maturity of their infrastructure through a detailed and rigorous technology mapping process.
- ◆ Plan the strategic road map and IT budget over several budgeting periods.
- ◆ Create an easy-to-manage technology platform able to support many diverse applications and data sources.
- ◆ Enable IT operations and resources to focus more time on business-critical projects.

An agile business meets its customers' needs



A definitive roadmap to agility

	Basic	Efficient	Effective	Agile
	Customer Centricity			
	Classic single channel to customers	Limited coordination between multiple customer channels	Coordinated multi-channel approach to customers	Highly integrated people, processes, data and customer experience
	Intelligent Integration			
	Processes and information concentrated on individual business functions	Department-level integration of processes and information	Enterprise-wide integration and collaboration	Collaborative integration with clients, business partners and suppliers
	Infrastructure Optimisation			
	Manually maintained infrastructure	Managed infrastructure with limited automation	Managed infrastructure that is fully automated	Handling constant change through inherent flexibility and adaptability

Our clients

The following is just a selection of our clients. For a full client list and to view client case studies, please visit www.charteris.com

Abbey

Barclays

Boots

Bovis Lend Lease

Cabinet Office

Calor Gas

Close Brothers Corporate Finance

Criminal Justice IT

Crown Office and Procurator Fiscal Service

Department for Education and Skills

Ealing Council

Eversheds

Freshfields Bruckhaus Deringer

Forestry Commission

Guardian Media Group

HBOS plc

Hewlett Packard

HSBC Investment Bank

Innovate Logistics

ITV Broadcasting

John Lewis Partnership

KCI International

Kent & Medway Strategic Health Authority

Lloyds TSB

Lovells

Macquarie European Infrastructure Fund

Marks & Spencer

Microsoft

NHS – Connecting for Health

Perth & Kinross Council

Premium Credit

Red Bee Media

Somerfield

SWX Swiss Exchange

Wales and West Utilities

Wandsworth Borough Council

An agile business is able to reach new heights



What clients say about Charteris

Customer Centricity

“We have been able to cut training times from a few weeks to around an hour, critical in our industry where staff turnover is high. The new systems will give us great leaps forward in the speed of product through the business, and massively increase sales volumes for both us and third parties.”

Richard Whalley, Commercial Director, ChoicesUK



Intelligent Integration

“Charteris has played a pivotal role in successfully managing the delivery of new SAP back office systems and processes, including extensive data migration, in time for sale completion of NGT Transco’s Wales and West gas distribution network. Go live was achieved in the face of extremely demanding timescales.”

Wayne Leamon, Integration Director, Macquarie Capital Alliance Group



Infrastructure Optimisation

“The benefits we’ve achieved today surpass my expectations. We’ve exceeded time and reliability estimates, and increased security. In terms of technology, this project has been the biggest leap forward the Council has made in the last 10 or 15 years. Here we have a product that provides everything we require in terms of stability, forward progress and deliverability.”

Alan Nairn, Deputy Director of Corporate Services, Perth & Kinross Council



An
agile business
leaves its competitors behind



The qualities that set Charteris apart

Our priority is our clients' business objectives. We recognise that the true measure of our success is the success we help our clients achieve.

Experience and skills

- ◆ A rare blend of business expertise and technological flair.
- ◆ Understanding our clients' business vision and delivering change reliably.
- ◆ Advice and solutions informed by deep practical hands-on experience, with a currency of knowledge that comes from the use of latest proven techniques.
- ◆ World-class, award-winning skills in Microsoft technologies.

People and approach

- ◆ At Charteris it is our people that make us distinctive. We share a passion for results and our reputation is for delivery.
- ◆ Working in close collaboration with clients we bring a flexible approach, blending our skills with theirs for optimal results.
- ◆ Combining vision and integrity with an impartial, pragmatic style.

Find out more at www.charteris.com



CHARTERIS

The essential bridge between
business and technology

London

Charteris plc
Charteris House
39/40 Bartholomew Close
London EC1A 7JN
Telephone: +44 (0)20 7600 9199
Facsimile: +44 (0)20 7600 9212

Edinburgh

Charteris plc
Links House
15 Links Place
Edinburgh EH6 7EZ
Telephone: +44 (0)131 4777 741
Facsimile: +44 (0)131 4777 742

Northleach

Charteris plc
Mandel House
The Old Brewery
Guggle Lane
Northleach GL54 3HB
Telephone: +44 (0)1451 861212
Facsimile: +44 (0)1451 861122

e-mail: info@charteris.com

www.charteris.com

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