



CONSULTING SERVICES

## RETAIL INFORMATION TECHNOLOGY

Companies strive to stay with or ahead of the curve when it comes to their systems and software infrastructure. This takes thoughtful planning, careful attention to detail and a thorough understanding of internal business processes and the system requirements necessary to promote growth. At Fry Consulting Services, we understand the steps necessary to define these processes, select the best possible system solution and implement with a high degree of success. Key to establishing leading information technology (IT) infrastructure and systems is also the seamless integration to other existing systems and the migration and/or conversion of key data necessary to provide business continuity. We comfortably navigate the inner workings of design, development, QA, integration and implementation and help guide the process to a successful conclusion.

### OFFERINGS

Business and Functional Requirements

Systems Selection

Systems Implementation Management

Systems Integration and Migration Support

### BUSINESS AND FUNCTIONAL REQUIREMENTS

Before a company can make a decision regarding new systems, they must thoroughly understand their own internal business processes and develop a set of policies to support these processes. From this discovery comes a set of functional requirements driven not by what a particular system can do for them, but rather by the functionality necessary to support those business processes. It is very important to clearly identify these business processes and policies and to obtain consensus from the business on these decisions so that all involved can engage in a system selection process with a clear set of goals in mind. The value of these activities becomes clear as the functional requirements are gathered because they help to further clarify the needs from a system standpoint and are the first step to a successful selection process. Armed with clear functional requirements, a company can better articulate their needs to potential vendors and more easily narrow the options available to them.

### SYSTEMS SELECTION

With a clear set of business processes and a sound functional requirement in place, a company is in a good position to start investigating system solutions that will support their goals. The process of system selection involves a clear understanding of all existing systems within the company and the interactions between them, as well as a vision of the future state and the gaps that exist currently. All of this culminates in an RFP (Request For Proposal) for submission to vendors, from which the answers guide the selection process. System selection is the only chance a company has to make certain that the choice they make will satisfy as many of their requirements as possible with the least amount of customization while keeping administration and overhead (retraining, need for additional resources, hardware and infrastructure additions, etc.) to a minimum. A dedicated and successful system selection process will reap rewards down the road in the form of a smoother implementation process and a higher adoption rate among system users.



### SYSTEMS IMPLEMENTATION MANAGEMENT

Depending on the type of system being implemented and the level of customization defined during the functional requirement and system selection processes, systems implementation management can take on quite a few forms and involves many tasks. Even in its most basic form, the management of this process involves working closely with the chosen vendor to identify all tasks necessary to complete the implementation and to manage those tasks to completion. More involved implementations will require working with third party vendors and possibly third party developers if system customizations are required to satisfy the requirements and goals set forth in the functional requirement. The successful management of this process is critical to success because there are so many different tasks that must be completed within the given timeframe and usually in a particular order. The implementation process involves design for any customizations, development of those customizations, the careful QA and vetting of all bugs and issues and a successful deployment of the product into a production environment. The value of the detailed management of this entire process exists in the ability to assign a single point of contact to manage task completion, identify issues and escalate problems and/or areas requiring decisions for management to cut down on the amount of time wasted and increase the degree of resource utilization.

### SYSTEMS INTEGRATION AND MIGRATION SUPPORT

Many system implementations involve only one or a few of the many systems that exist within a company. To successfully implement these systems, it is necessary to integrate seamlessly the new system with the existing ones. Oftentimes the method used to integrate the old system with the other various systems within the company is not practical for use with the new system and therefore an integration strategy must be redesigned for this purpose. Also, key data from the old system must be identified for conversion or migration into the new system in order to ensure business continuity and to maintain a consistency of customer experience. It is very important to manage the process of system integration and data migration very carefully because loss of key data or a breakdown in the communication between systems within the company can lead to system downtime, a poor customer experience and a loss of business not directly caused by the new system itself but rather by the linkages between all systems. The process of system integration and data migration offers opportunities to rethink the way that your systems communicate and to consider new methods which may not have been available previously. It is also a good time to consider cleaning up the data that you are converting into the new system if you know that you have data or information that has suffered a loss of integrity over the course of time. The value of these opportunities is realized in the implementation of systems that communicate more efficiently and provide your business and customers with better and more accurate information.

### SERVICES WE OFFER IN INFORMATION TECHNOLOGY (IT) INCLUDE

