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Fourth Shift Summit
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**O1** Introduction

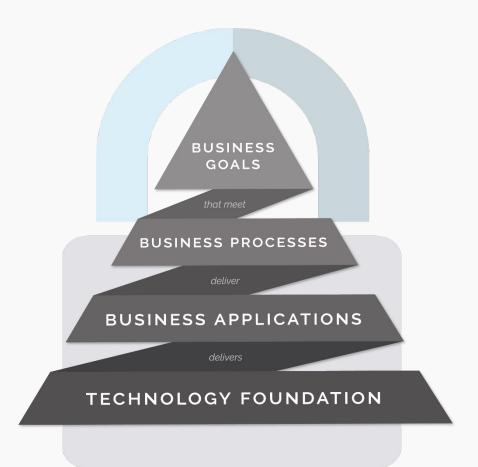
**O2** Interface

O3 Scripts

**O4** Configuration

**O5** Wrap-up and Questions





### The ICG Approach

To compete, technology must be core to the foundation of your business. Without a solid & flexible technology foundation, your business—no matter what you do—will struggle to deliver business applications & processes. ICG's approach is to architect a secure technology foundation that delivers all business applications & processes. This is referred to as perpetual evolution and allows businesses to continually upgrade their digital capabilities and the foundation underneath them.



### Introduction

Roger Weidel Sales Director, ICG

Nick Weber
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Jason Hunt Senior Consultant, ICG





# What are the elements of success?



#### **Business Processes Improved**

Met or exceeded the customer's goals



#### **Project Delivered On-Time**

Scheduled commitments met



#### **User Acceptance**

Benefits realized by company's users



#### **Project Delivered At or Under Budget**

Costs were managed with no scope creep



#### **New Improvement Opportunities Uncovered**

Functionality spotlighted unrealized process shortcomings







### Interface





# Scripts



## Configuration





