



Elegant MicroWeb
Delivering the Value of Technology

Case Study

Offshore Development Partnership Adds Value and Results for Scottish Management Consulting Company



Add
Value

➤ www.ElegantMicroWeb.com

Elegant MicroWeb Technologies Pvt. Ltd.
A-305, Shapath - IV, Opp. Karnavati Club,
SG Highway, Ahmedabad-380051 India
Email: info@ElegantMicroWeb.com



ISO 9001:2008



Case Study

Offshore Development Partnership Adds Value and Results for Scottish Management Consulting Company

Our Partner

Our partner is a management consulting company, specializing in operational performance management and benchmarking consulting and is based in Glasgow, Scotland. The business provides management consulting solutions to the public and private sector, including large government offices, and utility companies in the U.K. and in Europe. Its market solutions provide tools, technology, and expertise to facilitate and streamline shared services organizations and align people and processes with strategic organizational goals.

The Objective

Our partner is focused on delivering consulting services to help its clients measure and improve performance and strategies using sophisticated business management and measurement models. As a management consulting business, our partner did not employ a focused IT staff and, as the business grew, it was using a combination of spreadsheets and other Microsoft Office templates and tools to gather and analyze data and store and report statistics, metrics and project information.

Our partner had outgrown the simplistic reporting and analysis foundation provided by the office tools it was using and it was concerned about the security of proprietary and confidential data and process models, and the

issues surrounding the creation of custom formulae and templates which might engender human error and were unproductive and duplicative in nature.

To address these and other issues surrounding business and data volume and growth, our partner wished to create a comprehensive, robust IT online solution. This solution would provide a flexible, scalable technology foundation to capture, analyze and report requirements, metrics, objectives and project milestones for benchmark parameters and standards, automate process models, and integrate with work flow and user management.

In considering its business options our partner focused on its business objectives and on creating an IT solution that would support the business model for management consulting and follow the workflow of the complex, detailed processes involved in management and benchmarking consulting.

This consulting market is complex and sophisticated, and our partner wished to achieve and sustain a competitive edge by designing and managing an IT solution that would support and advance its processes and be flexible and adaptable to customer needs.

In addition, the new solution must produce clear, concise results, reports and direction so that its customers could adapt and develop appropriate strategies and market direction and so that our partner could reduce the time required to engage and complete a consultancy project.. The solution would have to be easy to use, and return on investment (ROI) would have to be swift. Our partner is dedicated to creating world-class solutions that will better serve its



Case Study

Offshore Development Partnership Adds Value and Results for Scottish Management Consulting Company

management and benchmark consulting practice and its team members and customers.

To achieve its goals, our partner chose to engage a technology partner that could convert its comprehensive business processes and techniques into IT and business tools, and design architecture, choose frameworks and platforms, and provide quality product engineering services. The resulting solution would create a foundation for its future growth in the market and improve customer satisfaction by reducing the time to complete a client project and improving the quality and clarity of results and reports.

The selected partner would also function as an extension of its team and provide the business and IT skill; experience and knowledge it needed to support its consulting practice. The partner would also provide IT solution deployment, implementation, maintenance and support.

In short, the ideal partner would go beyond programming and technology to function as the offshore, outsourced IT staff with a full understanding of partner and partners' customer needs and the ability to understand and work within the partner domain and to design technology architecture and products to achieve the goals of the partner and ensure that this management consulting and benchmark consulting business could develop and sustain a competitive advantage in its market of choice.

The Solution

The management and benchmark consulting company chose Elegant MicroWeb as its partner to convert partner consulting processes and workflow into a technical requirements and producing a design that would translate complex management techniques and theories into a robust IT solution. Elegant MicroWeb designed, developed, and customized the solution and provided all the required IT and business services including product engineering, implementation, maintenance and support.

The resulting Performance Monitoring, Improvement, and Analysis Tool, provides integrated web-based performance optimization tools designed around the principles of knowledge and activity-based management. The web-based application provides clear, concise results to illustrate the customer business position in its market compared to the average and world-class performance levels and documented best practices. It also provides graphical analysis and identifies performance gaps and issues and recommended actions to address these issues. Elegant MicroWeb put strong efforts in understanding the complex calculations of the performance measurement process models and to transform it into full-fledge online application.

The Elegant MicroWeb partnership allows our partner to focus on its business and clients. Elegant MicroWeb functions as the IT staff for our partner, using cost-effective business and delivery models to provide offshore, IT outsourcing services and act as an extension of the business. These services and solutions allow our partner to quickly and easily define and prioritize technology



Case Study

Offshore Development Partnership Adds Value and Results for Scottish Management Consulting Company

initiatives and execute them in a swift, flexible, logical manner to improve market presence and competitive positioning.

The resulting partnership structure provides significant value and cost optimization to our partner and enables the partner to involve Elegant MicroWeb in customization requirements for new customers, and in new or changed market and process requirements for existing IT solutions and frameworks. The solutions are flexible and templates and workflow can be easily and quickly customized to meet the needs of new clients and the changing needs of existing clients. Because the solution uses the most cutting-edge technology and is accessible via the web, it provides easy, secured access and validated, dependable data and reporting in a simple, stable user interface.

For more than eight (8) years, Elegant MicroWeb has worked with its partner to bring complex management and benchmarking consulting techniques into focus in a simple, dependable IT solution and to bring market ideas and concepts to fruition in a framework and format that is easily customized to each of our partner client needs and requirements. These products and services provide our partner with improved start-to-finish project speed and data security and dependability and, therefore offer a competitive market advantage.

In addition, the client and project data that resides in our partner data base provides an archive of historical project information and results that can be used for project post mortems and to more accurately plan and execute future consulting projects and better serve its existing and new customers.

The management and benchmark solutions are architected, designed and maintained with cutting edge technology, and delivery models, and are cost-effective and comprehensive, making them more valuable and accessible to a broader range of clients and has improved our partner consulting time, productivity, customer satisfaction, and profit margins for customer projects.

Elegant MicroWeb Role

Today, the partnership between Elegant MicroWeb and its management and benchmark consulting partner is strong, beneficial and valuable to both parties. Elegant MicroWeb provides IT consulting services, product engineering, development and support services.

Elegant MicroWeb assists its partner in bringing detailed, complex workflow and concepts to fruition in the form of simple, accurate web-based systems that easily enable metrics, benchmarking and other management consulting tasks and activities. Individual projects and initiatives are designed to specific customer project requirements and completed quickly and with quality results to ensure optimum return on investment (ROI), and to mitigate risk and improve customer satisfaction.

The Elegant MicroWeb role also includes a continuous review of solutions, frameworks and tools and recommendations and execution of new initiatives and solution upgrades. This ongoing process ensures that our partner can sustain the most cutting-edge technology, and business, project and delivery



Case Study

Offshore Development Partnership Adds Value and Results for Scottish Management Consulting Company

models, and provide flexible, sophisticated solutions with rapid implementation timelines, simple customization, ease-of-use and access. These flexible, affordable solutions and delivery models ensure efficient adaptation to market and customer needs.

Complex consulting metrics, processes, and techniques are captured in a technology environment that produces clear results, and stunning graphical reports thereby enabling improved customer satisfaction and a better understanding of project and benchmark results. A web-based, low-risk, worry-free implementation, with dependable maintenance and support ensures sustained business operation and on-time delivery of project and consulting results and information.

Elegant MicroWeb functions as a virtual IT and strategic partner to translate the management and benchmark consulting practice into IT solutions and provide support for architecture, design, product development, product engineering, quality management, customer customization and delivery and implementation, maintenance and support.

Conclusion

After more than 8 years, the Elegant MicroWeb partnership with this business management and benchmarking consulting company is strong and efficient;

adding value to Elegant MicroWeb, its partner and its partner's customers. This partnership has created a foundation on which our partner has built a thriving, innovative consulting practice and has engendered a positive reputation and a competitive position in the U.K. and European management consulting and benchmarking market.

Today, our IT consulting partner has an impressive client portfolio that includes county and borough and city councils and other public sector organisations, agencies and institutions, as well as large oil and gas companies, international technology companies, companies in the hospitality and travel markets, manufacturing companies, and water, power and utility companies.

Together, Elegant MicroWeb and its management consulting partner have streamlined and secured competitive, complex business processes and management techniques and metrics, and provided a robust, rich set of features for use in the management and benchmarking consulting arena. This partnership ensures our partner clients will receive dependable, affordable support and ensures that our partner will receive dedicated, focused IT support and skill, as well as improved business and market focus for its IT solutions and products.



Case Study

Offshore Development Partnership Adds Value and Results for Scottish Management Consulting Company

Contact Us

Elegant MicroWeb Technologies Pvt. Ltd.

A-305, Shapath - IV, Opp. Karnavati Club,
SG Highway, Ahmedabad-380051 India
Email: info@ElegantMicroWeb.com
URL: www.ElegantMicroWeb.com

EMR5135C - CaseStudy – Offshore Development Partnership Adds Value and Results for Scottish Management Consulting Company - Version 1.2 - Published 2011
Copyright © Elegant MicroWeb Technologies Pvt. Ltd (EMTPL), all rights reserved

This document contains information that is proprietary and confidential to EMTPL, which shall not be disclosed, transmitted, or duplicated, used in whole or in part for any purpose other than its intended purpose. Any use or disclosure in whole or in part of this information without express written permission of EMTPL is prohibited.

Any other company and product names mentioned are used for identification purpose only, and may be trademarks of their respective owners and duly acknowledged