

Business Agility – You either have it or you don't

Business agility is no longer a theory, nor a strategy. It is sitting in your competitor's tactical IT plan.

Many large companies simply do not have business agility, yet it is a key enabler in remaining competitive. Your organisation's business demands place massive challenges, with seemingly impossible timescales, at the feet of your IT infrastructure. Market pressure, compliance constraints, cost control, customer demands and supplier management all frequently demand business process adjustment, fueling the hunger for information and decision making data.

So far, outsourcing the problem abroad, implementing an ERP or central SAP system and new forms of data warehousing have helped, but not provided, the true long-term business flexibility and solved the data access crisis faced by today's organisations.

Enterprise Information Integration provides information on demand. Based on the simple concept of not moving data around various application silos and databases, instead, leave it alone and gain access to wherever it sits. This is tough for many companies to achieve because it means insisting on a common dictionary of terms, processes and rules which all conform to existing IT.

When business changes take place, you need to ask new questions without re-building, re-programming, heavy investment or starting unforeseen and time-consuming projects.

An Agile business succeeds because it has established:

- ✿ *A published, business model that is firmly controlled by the business management rather than the IT department. The model describes business information and processes which are readily browsed and updated by the business functions.*
- ✿ *Flexible data access and presentation with direct links to the business model generating reports and analysis straight from IT systems without continual re-programming and design.*
- ✿ *Process flow capability linked with and driven by the business model which allows operational modifications and additions without re-programming and design.*
- ✿ *Information integration with a consistent and reliable flow between business functions, divisions, regions, processes and systems.*

AKMA clearly understands this technical environment and frequently demonstrates early benefits in meeting business team requirements.

How do you fit the reality of business strategy, real-time change and operation with an adaptable configuration of IT information supply and process flow?

Case Study

This global company spent one expensive year, gathering employees together to describe their customer care policy and then draw up an improved version. The result, a theoretical, harmonised and fully integrated, global customer care process. Unfortunately, when the system was built, resource constraints dictated the outcome.

The result – an inflexible system delivering a fraction of the business requirement and value defined in the business case. Key components were completely absent.

The answer – a layer to insulate the IT systems from the business model. One which allows the rigid system to exist, function and the direct implementation of any business model changes onto a service layer.

The business process to address this problem begins with policy:

- ❁ **Directors mandating their absolute requirements for information integrity, availability, adaptability and value**
- ❁ **A layer of technology to implement the policy with the correct standards and procedures**

This layer describes the business at one end while delivering the information and process at the other. It is far more cost-effective than other implementations and it delivers extremely quickly.

Data is a valuable business asset because it can generate useful competitive information. Unless you have direct visibility and control over business data, its value is lost.

The business owns a process which is vital to employees, customers and suppliers. It loses value if it has been rigidly defined within software and can only be changed by raising internal requests along with project financing.



AKMA's experience in major worldwide IS projects has enabled them to demonstrate their proven ability to consistently resolve these issues using their proven technology and management processes.