



# Industry Expertise to Optimize Your Communication Environment

### Info Plus International Practice Areas

- Project & Program Management (PMO)
- Telecom Expense Management (TEM)
- Network Architecture & Deployment
- Security
- Integrated Communications
- Strategic Advisory Services

IPI brings a fresh, strategic perspective that identifies enduring opportunities for improvement throughout your organization. Our **Strategic Advisory Services** are customized to suit each client's particular needs, from assessments of technology and business processes to actionable roadmaps for systems and staffing. We work comfortably with everyone from executive management to hands-on technicians, collaborating to design strategic plans that meet your immediate objectives and longer-term growth goals. The benefits of our approach include greater productivity and efficiency, increased ROI from your investment in technology, and enabling your team to thrive together and make their most positive collective impact on your business.



When facing rising costs, missed deadlines and other indicators or poor performance, many business leaders strive to take decisive, corrective action. Unfortunately, these well-intended steps may be reactive and tactical, only addressing the symptoms of inefficiencies rather than the root causes.

IPI brings a wealth of industry knowledge to your organization. We understand that your organization is unique with specific challenges, which is why our Strategic Advisory Services are tailored to meet your company's specific needs.

The experts at IPI can help your team keep up with and optimally apply technology, learn about the latest best practices, and maximize the returns on investments from your company-wide infrastructure. With complete vendor neutrality, IPI will identify and design solutions that leverage the best products available today. IPI recommendations will not only perfectly compliment your processes, people, and resources, but will also take into account your customers and partners both now and into the future.

We provide the following Strategic Advisory Services to help your company maximize its revenues and capitalize on its output:

#### Strategic Assessment

- Technology
- Business Process
- Resource Management
- Organizational Development
- Business Case Development
- Implementation Roadmap
- Outsourcing/Insourcing/Right Sourcing

#### Management Consulting

- CIO/CTO
- Enterprise Architect
- IT Management
- Operations Management

#### Systems Integration and Support

- ERP
- CRM
- PLM
- Web
- Custom Application Frameworks
- Data Management
- Information Lifecycle Management
- Content Management
- Infrastructure

#### Full Lifecycle Consulting

IPI offers comprehensive consulting services with our Full Lifecycle Consulting services, which include:

- Assessing—we identify exactly what is causing the issues your company is facing.
- Solution acquisition—we provide solutions based on our assessment findings and include all the knowledge you need—providing risk assessments, RFP, cost benefits, and ROI for each proposed solution.
- Recommendations—we provide you with detailed recommendations of the best proposed solution based on your company's needs and goals.
- Implementation—we roll up our sleeves and compile the team necessary to implement the solution.
- Management—we offer our management services of the implemented solution to ensure that your company receives the highest, ongoing ROI and realizes revenues.

## You Need Professional Help: The Case for 3rd Party Consultants

By Dick Csplar, Aberdeen Group Web site,  
<http://www.aberdeen.com/aberdeen-library/7305/RA-disaster-planning-recovery.aspx>

One question any organization faces in their day-to-day operation is how and when to use outside consultants. This is especially true for IT as end-users increasingly demand more services and new technologies appear almost daily. Should IT utilize consultants to fill gaps in internal capabilities, help to start new technology programs and/or fine tune existing processes to make them better?

Aberdeen found that Best-in-Class organizations are using 3rd party professional services about 40% more often than Average and 60 - 90% more often than Laggard companies. This was true for both types of IT projects - long term disaster recovery programs and new technology implementations. The usage rate of 3rd party consultants by Best-in-Class organizations was similar across the two types of projects; about 30% of surveyed Best-in-Class organizations report using consultants for their IT programs.

We also looked at the form and potential amount of payback an organization can gain from utilizing professional services. For disaster recovery programs, if a consultant can move an organization from Laggard to just Average, the potential savings from reduced downtime could be worth over a million dollars. For Cloud storage programs, if a consultant can bring a program to fruition more quickly this can help the company reduce the IT spending for storage by as much as 10% per year.

With the size of these potential paybacks it is no wonder Best-in-Class organizations are utilizing 3rd party consultants to assist in tuning and implementing all types of IT projects.

IPI can help your organization achieve success and reach its goals for all of its IT projects—from disaster recovery programs to new technology implementations—call us today!



IP International, Inc.  
 1510 Fashion Island Blvd., Suite 104  
 San Mateo, California 94404-1557  
 Phone: 650-403-7800  
 Fax: 650-378-2875  
[www.infoplusintl.com](http://www.infoplusintl.com)

## Case Study – IPI Provides Strategic Assessment and IT Roadmap for International Healthcare Products Provider

### Background

A major international medical device provider depended upon its IT infrastructure for its business processes from booking to shipping orders.

### The Challenge

Because of its rapid growth internally and through multiple acquisitions, the client was experiencing problems with their IT infrastructure that led to critical system outages and increased concerns about the organization's ability to respond to an increasingly complex IT infrastructure need.

### The Journey

Info Plus International (IPI) assessed the existing issues involving overall service management strategy, personnel, processes and organization of IT applications and architecture. This included examining the company's existing documentation, architecture, applications and conducting interviews with key management personnel.

### The Solution

Info Plus International consultants used their extensive background and experience to identify that because the client is growing so rapidly, its IT organization needs to transition from a reactive mode of operation to a more proactive approach in order to operate more efficiently. IPI recommended that the client identify and hire a leader who is a driver, visionary and strategist to lead the IT organization. Further, IPI recommended the development of a detailed and strategic roadmap to create an easier transition for incorporating acquisitions into their existing IT infrastructure and IPI provided the roadmap to do this, which was successfully implemented by the client.

IPI presented its recommendations to the executive team, which were approved, and IPI consultants then stepped in as the IT management team and began execution of the recommended roadmap.

### The Results

IPI stabilized the client's operations and significantly increased the availability of their enterprise applications which enabled the client to achieve their continued growth internally and through acquisitions and realize revenues. IPI, through its expert recommendations and execution of their proposed roadmap, saved this company and enabled it to achieve its aggressive growth patterns as well as recognize revenues that previously had been lost due to system outages.

Info Plus International has the knowledge, resources and experience to help you leverage technology to overcome challenges and achieve business objectives. Call 650-403-7800 to schedule a consultation or speak to a sales representative.