

Improving Your Company's IT Performance by Jim Gray, Senior Adviser



"The information about a package is as important as the package itself." Fred Smith of FedEx said this in 1978, and it is just as true today as it was 29 years ago. The CEO who does not have, or cannot manage the IT information necessary to run a business flirts with failure. It follows that as Hewlett-Packard's CIO recently stated, a CEO must understand IT and how it can be used within the company because it is pervasive in everything he/she does. Compass Executives has a two-step answer to help improve IT performance.

Step 1: Performance Assessment -- Our Performance Assessment looks at the strengths and weaknesses of your IT function and whether it meets your business needs. We then define an IT function that is responsive to your goals, and we provide a road map to get you there. We focus on business alignment and delivery performance of all your IT functions and analyze performance through vigorous evaluation of answers to a series of questions including:

- Is the IT application and delivery strategy aligned with the company strategy?
- Is IT working on the most important issues?
- Do you have the appropriate IT management and staff?
- Is there a mutual respect and understanding among senior management, IT and the end users?
- Is the IT infrastructure adequate to meet the company's goals and growth plans?

Answers to these and other questions provide the foundation for developing a strategic IT plan for your company.

Step 2: Strategic Planning and Alignment -- Compass Executives works closely with you and your senior management team to understand your business goals and develop an IT strategy that supports and complements those goals. Once the new strategy is developed, we work with you as an independent resource to help communicate your strategy to your staff.

Application Strategy -- A successful business strategy is supported by applications that deliver required business functionality. An effective application strategy may include commercial software packages, custom code, or some combination of the two. Compass Executives works with your staff to select applications that support your business goals, are powerful and secure, and are cost-effective both initially and over the long haul.

Internet Strategy -- Nearly 80% of all business transactions today involve the internet. The number of business transactions actually performed via the internet is increasing rapidly -- currently approaching 10%, and in some business segments, much higher. Compass Executives evaluates your current internet strategy and recommends changes to help you take better advantage of this powerful business tool.

Technical Alignment -- Once application and Internet strategies are established, we define technical infrastructure architecture to achieve the desired results. Compass Executives combines senior-level technical and business acumen to view your legacy systems in the light of evolving technologies. We then develop an efficient, cost-effective technical strategy to help you meet your business goals.

Planning for Implementation -- Compass Executives defines the implementation plan to fulfill your strategy. Our senior staff studies your legacy systems and the current state of your IT assets to forecast the tasks and skills necessary for successful implementation. Generally, we implement a new strategy in phases to achieve early success and introduce change at a pace your organization can efficiently absorb.

The Best Solution -- All of the Compass Executives are totally independent of vendors. Our independence enables us to recommend the very best solution(s) for your company. Regardless of whether the best strategy for you is custom software, purchased packages, outsourcing or a combination of these, Compass Executives helps you arrive at the best alternative.

Maximizing Your Staff -- Unlike most consulting firms, Compass Executives employs senior experienced staff who work with and through your staff; we do not displace them. Instead, we train your staff in our methodology and improve their skills. They see their contribution to the delivered result and become more valuable to the company. If additional staff or skills are needed, we work with you to recruit qualified staff or find third party consultants to meet the need.

IT Performance Maximized -- Assessment. Planning. Implementation. Success. Compass Executives exclusive two-step process will help you get the very best from your IT, and let you focus on meeting your business goals.

[About Compass Executives](#) Compass Executives is a Nashville-based group of seasoned, C-Level executives providing management consulting services to businesses throughout the southeast. For more information, visit www.compassexecutives.com Email Jim at: JimGray@CompassExecutives.com

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