

C-Byte Application Advantage

Application Performance Guarantee

A portfolio of hardware, software and services that combines:

- **Process**
- **People**
- **Partners**
- **Platform**
- **Proof**



How It's Done: Our Integrated Approach

C-Byte understands the complexity of enterprise resource planning (ERP) applications implementation—how much is at stake, how many players are involved, from systems integrators to hardware vendors to database providers, and how vital the information technology foundation is to the success of the entire project. This is one of the most important strands in the carefully woven fabric of successful ERP system implementation.

That's why companies rely on C-Byte's experts, on our innovative technology platform, and on our partnerships with systems integrators and ERP package providers. Working in parallel with our partners, C-Byte delivers solutions via a framework consisting of the six workstreams illustrated in this brochure.

Business Process Reengineering

This component of enterprise transformation is managed chiefly by our partners—systems integrators, providers of ERP applications and other solutions, and our customers—though we typically are involved in some aspects of reengineering as the situation requires.

Architectural Integration

C-Byte focuses on the Architectural Integration aspects of enterprise application implementation.

End-User Applications Deployment

Once Architectural Integration is completed, our partners resume performing the bulk of the enterprise transformation work.

 **C-BYTE**

Workstream 1: IS Strategy/Feasibility

These activities are performed in some geographic areas by our systems integration partners, and in other areas by C-Byte. We are also involved to answer questions about the information technology environment, and to ensure it will support the business strategy.

Workstream 2: Technology Requirements Definition

We conduct an audit of the existing environment and establish a baseline for the implementation. Activities include:

- ✧ Defining system requirements and ensuring they map to business objectives
- ✧ Developing scalability requirements
- ✧ Defining platform architecture and other system requirements

Workstream 3: Business Development

We provide support to our systems integration partners to ensure that the combination of staff, procedures and IT systems meets the business requirements. Activities include:

- ✧ Developing a detailed implementation strategy
- ✧ Identifying the organizational design to support the system, including the number of staff and skills required
- ✧ Designing and developing procedures
- ✧ Developing user documentation
- ✧ User training
- ✧ Testing business acceptance

Workstream 4: IS Development

We work in tandem with our systems integration partners to deliver the application and infrastructure components and the organization, policy and procedures that will be used to support the solution once it goes live. Activities include:

- ✧ Designing the architecture for the hardware and software, and the necessary interfaces between components and external systems
- ✧ Designing, building and testing the configuration of the application itself
- ✧ Designing and developing the supporting infrastructure for development of the application
- ✧ Developing the organization to support the solution
- ✧ Developing support policies and procedures
- ✧ Integrating hardware and software
- ✧ Preparing and testing hardware and software
- ✧ Providing support of platforms or environments, from installation until the system goes live
- ✧ Ensuring the security and integrity of the system

Workstream 5: Migration and Cutover

We guide clients through the technical issues involved in migrating to the new system, working in parallel with our systems integration partners as they focus on the business issues involved in transformation. Activities include:

- ✧ Evaluation of which data will need to be transformed
- ✧ Mapping data and loading tables
- ✧ Cutover

Workstream 6: Live Operations and Support

We work to ensure the day-to-day operation of the system. Activities include:

- ✧ Preventative maintenance
- ✧ Corrective maintenance
- ✧ Data archiving and recovery
- ✧ Capacity management
- ✧ Service level monitoring
- ✧ Managing security and other issues relating to the new system

Project Management—Architectural Integration

Project Management of the infrastructure components is an ongoing activity throughout the Architectural Integration phase. We work with our partners to ensure that all elements required for a successful information technology implementation are considered and managed properly, including application installation, database administration, systems administration and ongoing tuning.

Project Planning. Developing a road map for how and when the information technology objectives are to be achieved

Project Reporting. Building a communication structure so project team members are kept informed throughout the project lifecycle

Quality Management. Ensuring that quality criteria are met at all stages of the project

Issue Management. Capturing and managing project issues and removing the roadblocks

Risk Management. Identifying and mitigating risks to the successful completion of the project on time, on budget and meeting the agreed upon criteria

Configuration Management. Managing the configuration of all items produced within the scope of the project

Maximizing ERP Performance

C-Byte's services, deployed through Application Advantage, are the reason we have some of the most highly successful enterprise application implementations in the most complex environments in the world—like Cisco, The Boeing Company and BMW. These implementations are proof of the ability to work collaboratively with systems integration partners, matching technology to the most demanding requirements of business.

Taking ERP systems to the future today

Application Advantage, a comprehensive portfolio of professional services from C-Byte, is designed to put in place the right information technology environment for ERP applications provided by Oracle®, PeopleSoft® and SAP®, as well as other leading OLTP providers .

Through C-Byte's proven implementation process, our close working partnerships with systems integrators and providers of enterprise application packages and complementary solutions, and our industry-leading technology platform, we minimize the risk involved in implementing ERP applications, and maximize the performance of those applications in the enterprise.

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