



Management and Technology Consulting

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IT starts and ends with business process™

Overview of Info724

Info724™ Competency

We are a management and IT consulting firm specializing in business process, project management, and technology strategy. We help companies achieve **Process Excellence** and leverage a better ROI on technology. We provide a unique blend of skills including project management, business analysis, and technology expertise with an innovative and flexible approach. Our core methodology is based on Six Sigma.

Our Approach

You will feel the value of our competence in this area, because we are self-reliant – yet responsive to your needs. Involving Info724 will reduce the “back-and-forth” time between staff members, management, users, and vendors. One or two weeks of our analysis could help you get your hands around a project, and knowing what you’re up against is essential to meet your goals. Here are some other examples of our value:

- **Independent and Objective... We’re not biased by any particular product.**
- **Fast Turn-Around... You’ll see results in less than just one or two weeks.**
- **Our Existing Knowledge Base... No need to teach us your operations.**
- **Excellent Communication Skills... Whether in written or verbal form you’ll see the value.**
- **Solid Client Experience... Since we predict problems, we can start right away and finish fast.**
- **Business-Oriented Planning with IT Knowledge... Our analysis and planning methodology is grounded in business, but with deep technical knowledge.**

Experienced & Capable

Since our inception in 1998, our approximately 20 professional resources have either led or supported 100+ process, strategy, and technology-related projects – primarily from an executive perspective. Here is a sample list of some of our clients:

- Aetna
- Cigna
- Comcast Corporation
- Harleysville Insurance
- The Hartford
- Johnson & Johnson
- Penn Mutual Life Insurance Company
- Penn National Insurance

There are only two ways to “prove” our value and results-oriented approach to you. One is for you to give it a try and experience it. The second way is through project profiles from our clients. Here is a list of prior engagements:

1. Developed business processes, requirements definition, and implemented policy/forms assembly automation for commercial lines at a large regional insurance company. This process and approach leveraged business value from an IT investment that had very little structure at its outset, through our best practices in project management and vendor management across the country.



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- 2.** Provided an effective project management and development control process for an industry leading company's sales and customer service transformation. This initiative provided an underwriting and distribution system for its wide-spread customer base and would serve as the future platform to serve more than 1,100 independent agents in nine states. We played a key role in developing the both the strategy and detailed design, in managing all the involved vendors, and provided leadership throughout the implementation.
- 3.** Workflow analysis and system process design for an enterprise-wide software application at a large insurance carrier for its personal lines area. The work detailed out all system functions as they relate to business process and screens. Key points such as time delays and repeating activities were identified, thus saving the company many dollars and creating new revenue opportunities.
- 4.** Handled the development of operational processes for the enterprise through innovative PMO operations (Project / Program Management Office) for this billion dollar industry leader and its network of retail stores. We developed a process-based organization and a team of resources that was grounded in pragmatic best practice methods. The scope of work was more than 150 IT initiatives and was centered on communication with business units, project planning/implementation, and performance/ delivery measurement processes.
- 5.** Provided project control and project management services for enterprise resource software modules (GL, AP, Purchasing, etc.) at a billion dollar telecommunications company. Our scope included the planning, requirements, development, testing, and deployment of all process improvements and associated system changes, interfaces, and reports in support of the Finance Department. Also provided project management for business process assessments, customer service, and the inventory system solution definition.
- 6.** Designed and implemented comprehensive support processes to leverage value from a strategic enterprise software platform at a billion dollar company on the East coast. Our process expertise based on organizational, technical, and operational factors, contributed towards an orderly and timely business cycle each month. Our success also included a well-structured and cross-functional team (business units plus IT analysts/programmers) – also serving as the production support team.
- 7.** Provided the project management and customer process solutions for the development, deployment, roll-out, and support of the retail order fulfillment web application and point of sale system for a client with a geographically-dispersed network of locations. The scope of our work also included the strategy, process definition, IT planning and production support for the distribution centers and related retail inventory processes.
- 8.** The set up and management of enterprise support processes at a large managed services company during their business transformation project. This included business process, requirements definition, and project support services directly in the business units, the support for web services, and overall project management for related planning and support functions.
- 9.** Provided a rapid process assessment project to the national leader of reprints in the publishing industry. The focus was key business process areas of the sales and production processes, with the primary objective to provide a blue-print process map of how these operational processes should work. All customer channels and order fulfillment processes were analyzed to reveal short-term areas for improvement and savings.
- 10.** Provided detailed project management processes, vendor management service, and implementation support for an enterprise-wide labor and time management system at a fully owned subsidiary of a top pharmaceutical company. Within the customer care area, our work solved their need for a sensible operational and technology strategy (including Buy vs. Build), and subsequently project management expertise including business requirements, package selection, RFP Process, solution definition, and vendor management processes.