# Transforming Methodology into Tools

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**CHECK 2016 CONFERENCE**

- A progressive, growing organization built around a simple culture.
- Provide our partners with resources and services that meet the complex needs of todays technology.
- Enhance the mission of those we serve by developing and implementing innovative solutions to business challenges.
- In short …

*Creating Smarter Solutions, Together*

# Cisco's John Chambers on the Digital Era

- **"If you're a leader in today's world, whether you're a government leader or a business leader, you have to focus on the fact that this is the biggest technology transition ever.**
- **This digital era will dwarf what's occurred in the information era and the value of the Internet today.**
- **As leaders, if you don't transform and use this technology differently—if you don't reinvent yourself, change your organization structure; if you don't talk about speed of innovation— you're going to get disrupted.**
- **And it'll be a brutal disruption, where the majority of companies will not exist in a meaningful way 10 to 15 years from now."**

According to the newest McKinsey Global Survey on business technology...

" IT organizations that play a partner role—that is, *actively collaborating with the rest of the business to shape an overall business strategy that effectively leverages technology*—tend to perform better on a number of dimensions, including the delivery of core services and the creation of a healthy organizational culture

# Creating a Digital Future

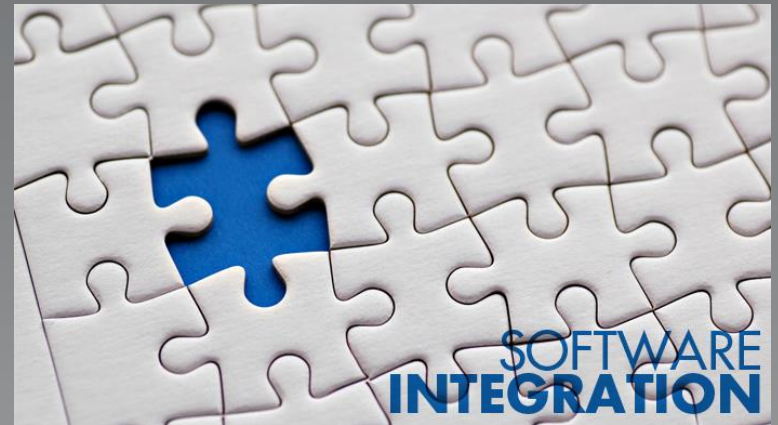*Examples of Technology Trends in Higher Education*

- **Flipped Classroom**
- **MOOC: Massively Open Online Courseware**
- **Adaptive Learning/Personalized Learning**
- **Learning Management Systems**
- **Mobility & One-to-One Programs**
- **Blended Learning**
- **Maker Spaces**
- **Alternative Credentialing**

- **Cloud Computing**
- **Learning Analytics**
- **Open Content**
- **3D Printing**
- **Virtual and Remote Laboratories**
- **Electronic whiteboard and other forms of classroom technologies**
- **Campus wide wireless networking**

# Higher education & IT = no easy task

**Increasing need for mobile technologies**



**Integration of new and diverse platforms**



**Speed of access and delivery of mission critical data**

# What's driving these trends?

- *Student demand:* **Increased Web-connectivity, Access to learning platforms, Informal learning, and Learning-specific apps.**

- *Increase in non-traditional students:* **Adults in the work force looking for opportunities to learn new skills to improve their career options.**

- *Employer Support*: **Skill shortages have employers partnering with higher education to create specific program learning initiatives.**

- *Government support*: **Government seeks to lower costs of education and increase access which translates into funding for alternative education pathways.**

# Your challenges…

- **Provide the best resources for enhanced learning.**

- **Provide effective and efficient transference of information.**

- **Ensure the security of that information.**

- **Safeguard intellectual data.**

- **Design, build and support a fluid infrastructure.**

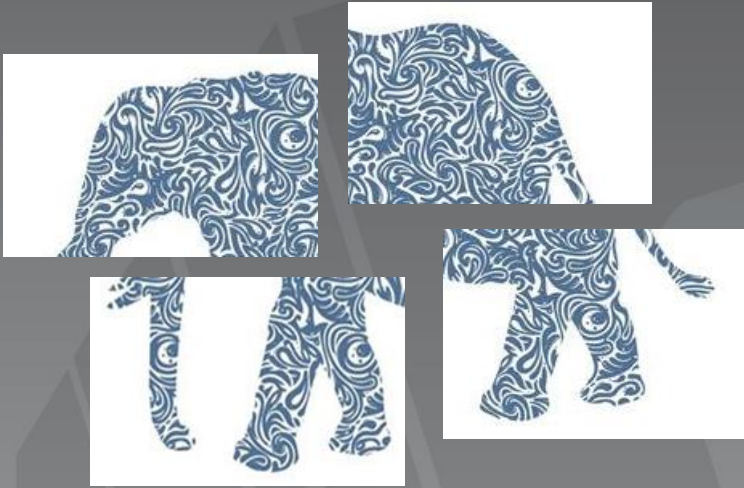- **All this within the confines of budgetary, regulatory, and mandated requirements.**

**Term combining satisfy and sacrifice … meaning to accept an available option as satisfactory, even if it falls short of the need.**

# Defined "Elephants"…

- ➢ **Force you to compromise…**
- ➢ **Force you to sacrifice elements to meet an immediate need…**
- ➢ **Create disparate systems that cannot communicate…**
- ➢ **Cannot meet local specific needs…**
- ➢ **Create "holes" that have to be filled with band-aided patches…**
- ➢ **Require more resources to manage and implement than the original problem…**
- ➢ **They often resemble a "Rube Goldberg" like contraption of platforms**
- ➢ **They leave you no "Keys to the Kingdom" a hostage of the platform**

# Are you "taming elephants"?

Do you find yourself juggling platforms, resources, time and budgets?

Feels like taming an elephant with a fly swatter!!

In many cases these complex software projects end up as murky, risk laden, mismatched components that fail to meet expectations.
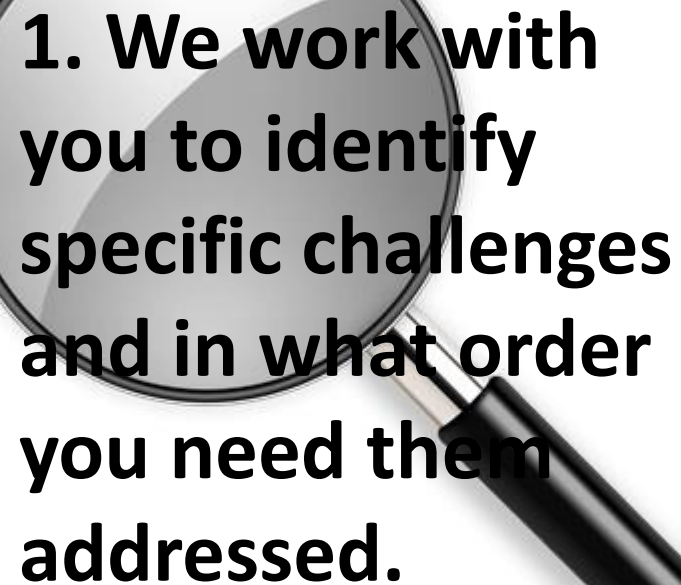
**CBT has a better plan**

**Proven Process Optimization and Integration Services**
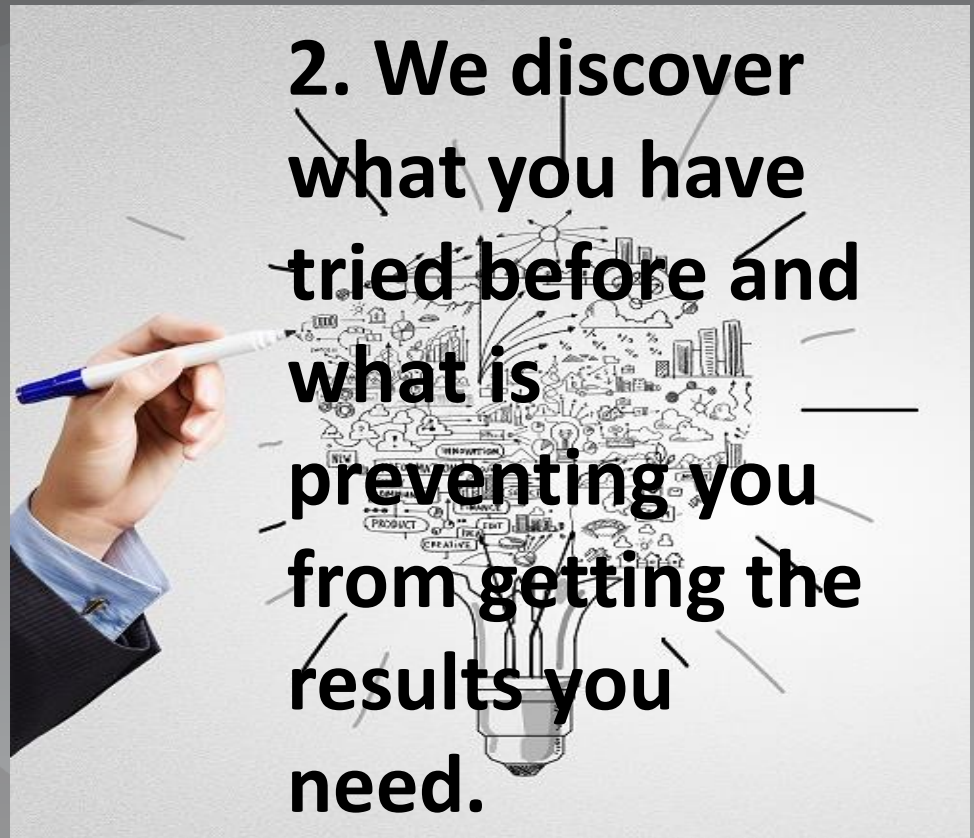
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BUSINESS TECHNOLOGIES

CBT utilizes a BPO platform and resources that embrace fundamental requirements while insuring that concrete goals are set, realistic expectations are attainable and the ability to monitor the progress of any integration is done in real time.
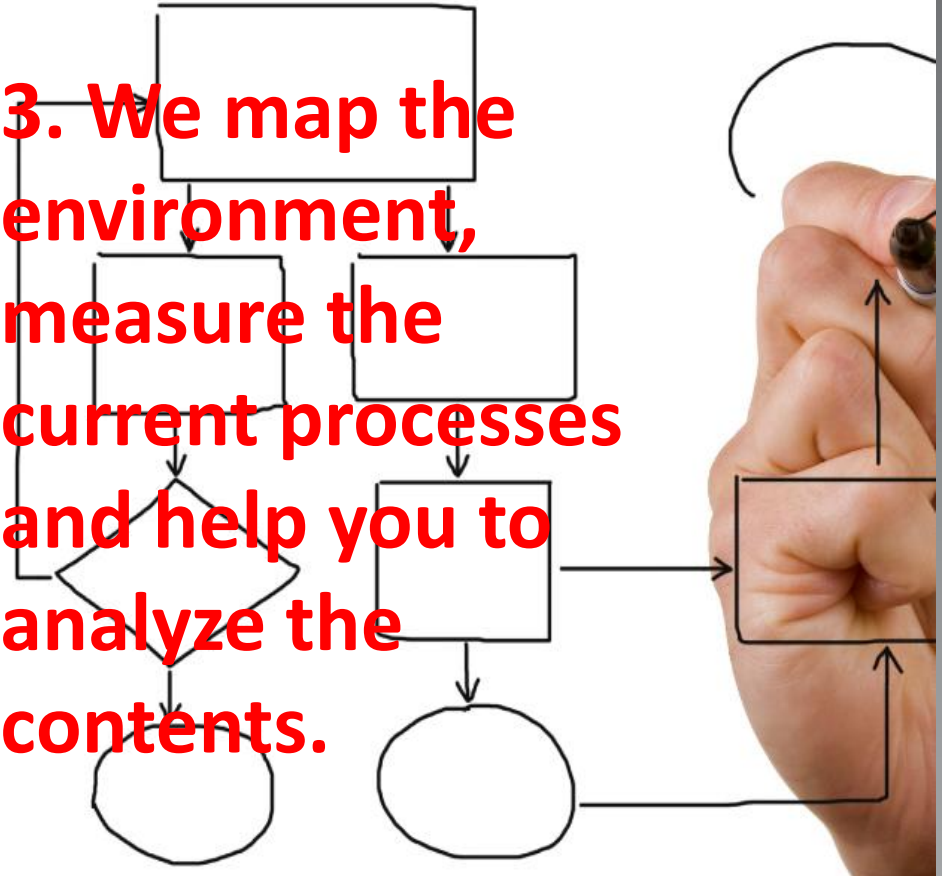
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**1. We work with you to identify specific challenges and in what order you need them addressed.**

**2. We discover what you have tried before and what is preventing you from getting the results you need.**
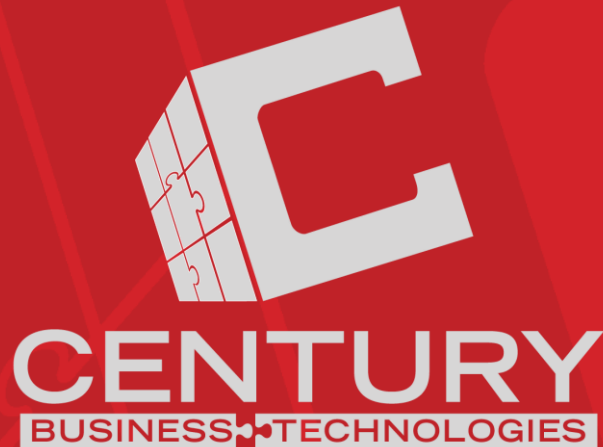
**3. We map the environment, measure the current processes and help you to analyze the contents.**

**4. We work with you to build the platform that best suits your needs, both immediate and long term.**

The key to this process is the Discovery Workshop

The intent is to streamline processes utilizing a time tested tool set

In short we help you "tame " the Elephants!

# Discovery Workshop Overview

It is critical to include the "people that do the work" …the process owners, into any design/redesign effort

The Workshop is designed to give them a "defined, refined" process for looking at the work today…a Process Map.

The Process Owners know what the problems are today, and likely have ideas toward the "clean sheet redesign"

We facilitate a repeatable process to get THEM to do the redesign, using industry best practices that have been refined over 20+ years.

Buy in soars, and you build an interactive process

# Discovery Workshop Overview

**85% of most organizational challenges are process related, only 15% are related to people…**

**100% cannot be solved without people who take ownership of the processes.**

# USD 501 Student Records Project

## CHALLENGE=

- USD 501 over 13,000 students, 1300 teachers, 1000 support staff
- 2 million mission critical documents and confidential records stored in an unstable and unsupported Metavante data base
- Migrating the data would require custom SQL scripting as the current platform had no available support
- With over 2 million records that needed to be extracted, the financial burden was enormous
- Platform had to be scalable and increase document security and compliance

## SOLUTION=

- Enterprise EDM platform customized to migrate existing records to a stable, secure, and scalable solution
- Eliminates paper-based filing systems
- Automates document routing, approvals, notifications
- Increases document security and compliance
- Web forms creation and management, variable data printing
- Secure data extraction and workflow automation

# USD 501 Records Project

## RESULT=

- Migration of over 2 million existing records with no loss of data.
- Since initial project completion platform expanded to four additional departments to include accounts payable/ HR/.
- Scalability allowed for cost and support aligned with budget requirements and limitations.
- Advanced automation and integration of index at point of scan and automated data extraction.
- Single sign on authentication for security and compliance.
- Client retains direct administrative control of platform and resources.
- Advanced administrative training capability to allow Key Stake Holders to be Keepers of the Keys.

# KSHAA SaaS Media Management Project

## CHALLENGE=

- KSHAA mission is to inform, train, and certify officials and coaches of all types across Kansas
- Historically this involved extensive travel for either KSHAA staff or Officials
- A web-based eLearning platform was adopted and hosted on their servers
- Support cost and impact on internet traffic overwhelmed the solution

## SOLUTION=

- We built a mobile learning management and tracking service
- Allows files regardless of type to be managed, deployed, and audited for user activity
- Allows for requesting media files for access from Windows, Android, Apple devices
- Allows for inserting quizzes with accountability requirements
- Allows for input of random selection of questions related to the topic selected

# KSHAA SaaS Media Management Project

## RESULT=

- Mobile Interface SaaS solution proven to be cost effective and accurate.

- Ability to track, record viewer access.

- Ability to stop and continue meetings or exams across multiple sessions and devices.

- Allows for training and certification of thousands of officials and coaches without restrictions of travel.

- Eliminated or reduced the need for dedicated training and certification facilities.

- Allows for mobile viewer access of video, audio, eBooks, documents and testing materials.

# Banking eProcurement Project

## CHALLENGE=

- Create a centralized control platform for all purchasing
- Must be accessible for over 500 active users and 150+ locations
- Must follow corporate buying rules
- Maintain brand integrity
- Provide decentralized "ease of use"
- Accessible across locations and across vendors
- Provide reporting structure for histories, status, and trends

## SOLUTION=

- Web based eProcurement custom application
- Built on Microsoft Server technologies and implemented as SaaS enterprise application
- Allows for secure and accurate transmission and distribution of requested information to multiple vendors

# Banking eProcurement project

## RESULT=

- Custom built application
- Rollout to 500+ users and 150+ branch offices in under 12 weeks
- Transparency to users, seamless integration of new suppliers
- Brand integrity monitored and insured
- Stronger supplier relationships
- Reduction in procurement costs
- Inventory management savings

- Bank experienced a $650,000 savings on $2,000,000 expenditures in year one across the corporation
- Allows for personalized and custom imprinted materials
- Created an environment of "predictable profitability"

# Taming the Elephants…

Each project had distinct and differing challenges, but still shared common characteristics…

- Discovery Workshops used to evaluate each project.
- Key Stake Holders empowered to make needed process changes.
- Scalable solutions that grow as the entity matures and changes.
- No sacrificing of required functionality to meet needs.
- Continuing partnership that expands beyond the initial project platform.

One Process at a time

# CBT shows you the way…

- Enable monitoring of the process in action
- Allow for real-time changes with instant integration
- Provide stakeholders a dashboard for continuous feedback
- Allow for customization based on unique factors
- Utilize common feature sets & eliminate "reinventing the wheel"
- Insures Key stake holders are the "Keepers of the Keys"

- We have a simple process, professional experience and proven results. Ask us about your opportunity for a Discovery Workshop!

- Over 40 years of combined experience
- 120+ successful platform integrations
- Custom application integration and development
- Advanced BPO project management

- Invested in People…
- Invested in Process…
- Invested in Possibilities…

- Committed to your success!

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# Thank You