



New England Systems

Intelligent People, Powerful Tools, Successful Customers

Our NES Services Approach has been fine-tuned for over 30 years, and we have the expertise and resources needed to work through the various phases of your project. At the same time, we remain flexible to your exacting needs and project specifications. We've been at this long enough to know that great service isn't a "one size fits all" pre-packaged offering.



Services

Requirements Planning and Assessments

NES wants to deliver the solution you need to meet your business goals. Period. That means making sure you're neither under- nor overequipped. So when we put together a Business Intelligence road map for your project, we always aim to find the straightest line to your destination—even if it means recommending software we don't sell. It's common sense. And it's good business—for us and for you.

Solution Design and Development

Remodel your data environment

It's not uncommon for data to be spread across different sources and categories. NES helps you get it all organized. Where should it go? How should it be categorized? How will it interface with your new software? Who should have access to it? By transforming your existing system into a streamlined, BI-compatible environment, we ensure that you realize the full potential of Cognos- or any other software you invest in.

Project Management

Don't worry, we've done this hundreds of times

The very thought of an IT implementation can cause sleepless nights. The stakes are pretty high, after all. But you can take the worry out of your implementation with expert, end-to-end project management by NES: it's the key to smooth delivery of complex technology solutions.

What can NES project managers do for you?

- Help you get it all done on time and on budget—no small feat, but we do it even with aggressive timetables
- Apply proven project control methodology to your implementation—poor planning is perhaps the number-one reason that implementations fail
- Lighten the load on your internal IT staff
- Assist you with budgeting and resource planning
- Ensure clear, timely communication with and between all stakeholders; we deliver status updates and presentations in the ways that work best for you
- Ensure the most efficient use of your resources
- Maintain quality controls
- Get everything back on track, fast, when problems do arise
- Help you define clear goals and then measure the project's success

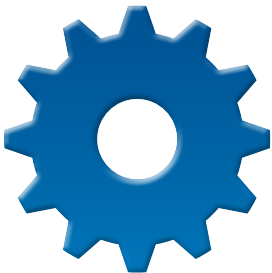


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We are committed to working with you to ensure immediate long-term success through project mentoring and knowledge transfer. We do this by ensuring that the following 3 critical success factors are met:

1. Rapid initial project deployment, enabling you to demonstrate fast ROI, increase enterprise buy-in for BI initiatives, and expand stakeholder deployments.
2. Quality assurance and risk reduction, with user acceptance, testing, and validation built in to every phase of the project.
3. Initial training for application development and support teams, and application users ensures proper development practices, user adoption and support.



NES

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NES Service Phases

Analysis Phase

In this phase we work with you to co-author and define a roadmap for your IT projects, leveraging our experience with other past projects and customers in your industry.

Key milestones: Document, present, validate, approve, transition.

Outcomes and deliverables:

- Readiness Assessment
- Scope Analysis
- Detailed Project Requirements

Design Phase

Our certified consultants oversee the solution design, verification and validation against business objectives.

Key Milestones:

Verify and validate solution design, approve transition.

Outcomes and deliverables:

- Installation, configuration and testing
- Metadata design and validation
- Report and model design and testing
- Security infrastructure design
- Operations procedures and portal design

Build Phase

Based on the validated and approved solution design, we work with you to build the solution deliverables following IBM best practices.

Key milestones: Verify and validate solution design, approve and transition.

Outcomes and deliverables:

- Solution framework/metadata build, validation and testing
- Metadata model validation
- Production reports build and test
- Pilot OLAP models
- Report validation against business objective
- System test
- User Acceptance testing and fixes

Deployment Phase

Building on the successes of pilots conducted during the build phase, the solution is deployed into production for all users.

Key milestones: Fully deployed application promoted to production and deployed to the users.

Outcomes and Deliverables:

- Solution deployment and promotion to users
- Application walk-through
- Deployment

Operate & Support Phase

Following the initial roll out, we work with the client to ensure the system is continuously optimized and that users receive appropriate support.

Key milestones: Optimized application, moving forward roadmap and plan.

Outcomes and Deliverables:

- System operation
- Scheduled on site quality assurance checkups
- Infrastructure optimization
- User support through roll out