



## **Process & Systems Management Services**

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### **Services**

#### **Process Management**

Intercai can support the client from identifying improvement opportunities, implementing improvements and managing improved processes:

- Performance Management organisation and process design and implementation
- Performance measurement system design
- Process modelling, benchmarking, analysis and design
- Process Improvement facilitation and skills transfer and training (including process analysis and management techniques, TQM and Six Sigma approaches)
- Requirements definition
- Change Management

Intercai specialise in developing and integrating customer, network and service development and management processes and systems.

#### **Systems Management**

Intercai offers a range of client services through design, delivery and support:

- Network and Systems Design
- Product evaluation
- Product implementation
- Systems and network integration
- Ongoing support of the multi-product client Network and Systems environment
- Project Management

### **Approach**

The Intercai approach is based on sound project and operations management practices covering planning, design, implementation, operation and support. We employ standard process analysis techniques and TQM and Six Sigma improvement methodologies, and closely involve staff in the development process including staff training, to ensure a sustainable continuous improvement environment. In the telecoms environment, where required we apply the Telecoms Operations Map; and operations process reference framework developed by the Telemanagement Forum as a best practice model for integrated process, systems and data developments.

### **Clients**

Intercai Mondiale uses its strong industry expertise to serve clients ranging from major blue chip companies to start-ups. Our clients include suppliers and users of ICT technology and services. Representative clients are listed below.

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Alcatel	Eircom	Omnisky
Ameritech	Energis	Riversoft
Bechtel	Equant	SEEDA
Bell Atlantic	Fluor Daniel	Telewest
BellSouth	Government of Bahrain	Thus
BT	Govt. of South Africa	UCS (now ECS)
Cable & Wireless	Hyder	UPC
Colt Telecom	ICO	UUNET
Comcor	IDN	Viag Interkom
Commerce One	Inmarsat	Warburg Dillon Read
Compaq	Intel	WorldCom
Deutsche Telekom	KPN	Wychavon District
Dutch Govt.	Mobitel	Council
e-Plus	Nortel Networks	

### Product Scope & Skills Summary

The range of products that Intercai has experience in and can be supported is considerable.

Network Management, products (Unix & NT based) are given below (section 5) together with associated network devices.

Systems Management products (Unix & NT based) include

- Microsoft Systems Management Server
- Microsoft Mail and Exchange
- DEC Polycentre
- Olivetti PB.
- Intercai middleware, examples of which are given below.

We can also take responsibility for your homegrown middleware and systems.

Operating Systems	Sun Solaris, Windows NT, Windows 2000, Windows 95/98, Xenix, Unix 5.4, UnixWare 2.1, Redhat Linux, Caldera Linux
Network Protocols	HTTP, TCP/IP, UDP, PPP, PLIP, SLIP, X25, OSI layers 3 to 6, Netbios, Ethernet, SMTP, POP3, DNS, SNA/APPC, OLE, COM, Nokia WAP Toolkit
Network Services	Apache + php3, Sendmail, Procmail, ftam, ftp, tcpwrap, Samba, Lan Manager, ht:/dig, NFS, Nokia Activ Server, Nokia Activ Security
Systems Management	Tuxedo, Oracle, Olivetti PB Full-function, AM/SACS (Olivetti application monitor suite), Olivetti's DMS, Olivetti NMS (Systems Management)
Middleware	Riversoft OpenRiver, Microsoft SMS, Compaq Insight Manager, Microsoft Office, ArcServe, ICL GroupWare products and Workgroup Manager,
Database	Microsoft Exchange, Microsoft SQL Server, Microsoft Mail
Network Management	OpenView, MicroMuse/Netcool, Riversoft OpenRiver, Visionael, SystemEdge Ciscoworks
Languages	C, C++, Pascal, Java, Javascript, Visual Basic, Fortran, Assembler, Unix shell script, m4, awk, HTML, PHP3, CGI (Shell, C and Perl)

## Network Management Experience

We have working hands-on experience of a range of management products, including:

Ciscoverks  
Cramer Dimension  
NetCool  
OpenView  
Peregrine  
Remedy  
RiverSoft  
Smarts  
System Edge  
Visionael

And have been involved in large network infrastructures employing routing, switching and security technologies from companies such as:

3-Com  
Ascend  
Bay Synoptics  
Cabletron  
CheckPoint  
Cisco  
EMC  
Foundry  
Juniper  
Nokia  
Nortel  
Spider

## Project Experience

Examples are given here of project work by the Intercai team illustrate the range and depth of skills we have.

- For Equant the brief was to review and improve the efficiency of product development and management process. Included modelling existing process, reviewed and comparison to best practice and recommendations for process developments and systems requirements. A detailed analysis followed of process from Concept to Commercial Launch and ongoing management leading to the change managing of new processes and system enhancements. Key benefits included reduced time to launch new products to market, increased ROI on new products and more efficient product launch process.
- With Enertel (now Energis) entering a new market the task was to put in place best practice Sales and Marketing and Customer Management processes and organisation that would enable them to compete effectively. This included providing a single point of data entry, establishing common processes across the business and with service partners, integration with OSS and product management processes, determining automation opportunities and developing systems requirements. The business exceeded sales, cost of sale targets and customer management service and efficiency metrics in Year 1
- Given an objective of improving its operating margin by 3%, Moores Furniture Group undertook a Business Improvement programme focused on its Order to Cash process and systems. This was perceived to be inefficient, wasteful and failures impacted service levels. Planned benefits included savings of 2% of

revenue in reduced failure costs, and further 1.5% in efficiencies as well as improvements in lead times and on time delivery rates achieved through developments of existing processes and systems

- Planning and managing the migration of regionally based MIS and Call Centre infrastructure to a centrally based operation.
- Planning and managing the migration of the MIS / Call Centre systems used by an autonomous operation within the Company to the standard Company MIS platforms.
- Consultancy on Mobile Internet Team forming a best-of-breed product base including Nokia Activ Server (WAP gateway) and also mobile e-mail connectivity (Expressway 2000, Workstyle Server). Also in the area of Internet Service Assurance and Network Performance looking at HP Agilent's Firehunter product.
- Design, integration, development and deployment of a major Windows based infrastructure project , installed on 8000+ desktops at 400+ locations. System provided 40,000 users with a corporate Intranet, email & GroupWare facilities, roaming logons and 30 different line of business applications/databases on a 24 x 7 basis – enabling improvements in operational flexibility and faster access to critical information.
- Design and implementation of SMS 1.2 and 2.0 Microsoft Systems Management Server to provide inventory, software distribution, remote access. The final solution was integrated into an existing help desk system.
- Design and development of NT service to retrieve telephony call statistics via an Eicon ISO Transport interface and integration with COM based modules for down-stream processing. Design and implementation of NT service to extract, format and deliver telephony call statistical reports via an Eicon X.25 interface.
- Design, development and support of the branch servers for one of the UKs largest financial institutions, with a network of over 1000 Unix servers, each supporting between 8 and 1000 Windows 95/98 client workstations. A number of ports and migrations were performed over a 10-year period; including experimental partial ports to NT4 and Linux.
- Integrating NT 4.0 workstation and WfW touch screen Point of Sale systems using Compris retail application software. This included delivery as an automated installation/upgrade.
- Design and development of Unix server and NT Proxy components that allowed HTML browser access over both routed IP and raw X.25 networks.