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Enterprise Process and Program Management
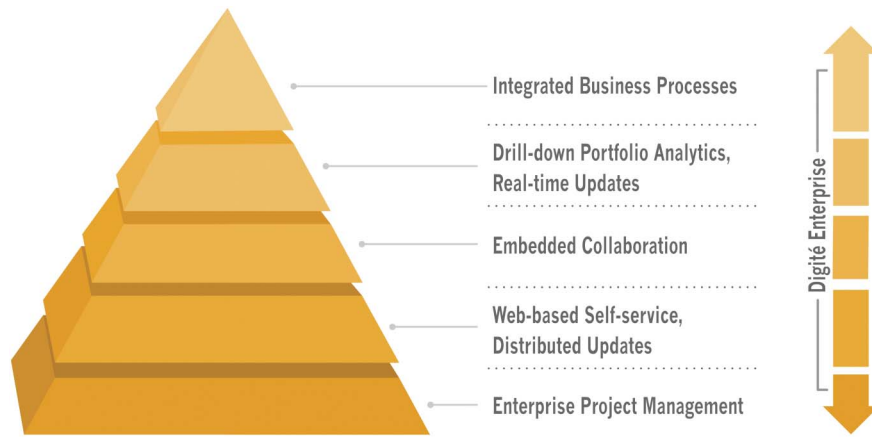
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What percentage % of your organization's initiatives are completed successfully?

It's a Brave, New World

You survived economic downturns and their aftermath. You've cut back, downsized, and re-focused. You're now left with a bunch of critical projects in which failure is not an option. With fewer resources and reduced travel budgets. Perhaps you have outsourced some of your work. If this is not challenging enough, you have to align technology spending with business objectives and demonstrate a return on investment. You now face a whole new series of challenges: how to make virtual teams collaborate and execute effectively; how to integrate disparate processes within and outside the enterprise and ensure compliance with established practices; and how to effectively monitor and manage these initiatives.

The Infrastructure Challenge

If your organization is like most, the infrastructure you have to support this challenge consists mostly of desktop productivity tools and web-veneered, client-server generation software with very basic data integration to back office enterprise systems. Project teams increasingly use e-mail for communication. Processes are at best documented in manuals and execution is managed via team meetings, phone calls, and more e-mail. Success of an initiative is largely a function of the individuals involved, with significant variation from project to project. As issues arise, and they invariably do, the only resource you have to throw at the problem is people – expensive labor. Consistency and predictability of success in enterprise initiatives remains an elusive goal. Ironically, even though most organizational initiatives include the web as an aspect of their implementation, they are executed and managed by an outdated infrastructure and processes that were not re-architected to fully leverage the web.

Levels of sophistication in management of enterprise initiatives

Digité Enterprise™: A Software Application for Improving Operational Efficiency

Digité (*pronounced* di.gi.tay) Enterprise, a leading-edge software application for managing enterprise business processes and portfolio of initiatives, was designed for the emerging realities of a connected world. A world in which information flows immediately to where it is needed, teams are based on skills and economics rather than location and company boundaries, and business processes are constantly honed for competitive advantage. Digité Enterprise provides a highly customizable, comprehensive software framework that forms the central hub of a business or IT initiative, providing stakeholders with their own role-based portal view. In short, Digité Enterprise was designed to enable the way people work in today's world.
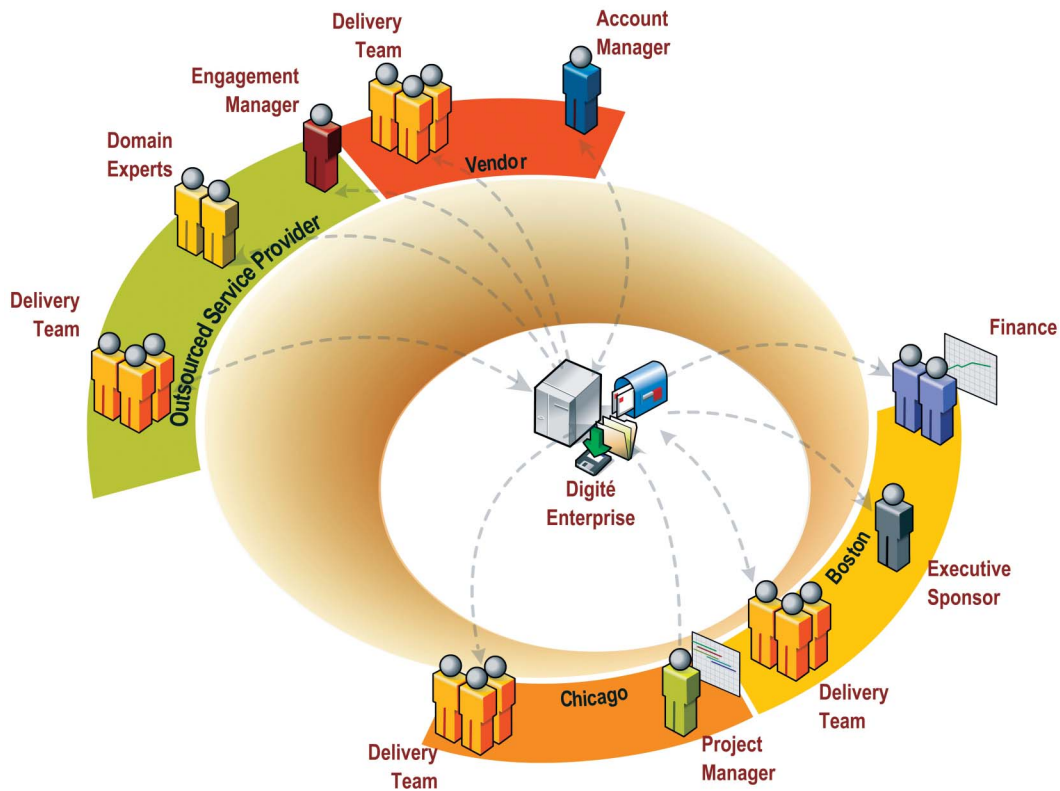
**Getting quicker status updates to improve visibility is easy.
But can your team members be able to see all the information they care about and make obvious connections and inferences?**

Real-time Visibility

The always-on Internet has significantly accelerated the pace of modern business. Thanks to the web, customer service is no longer just 9AM to 5PM. Business partners all over the world are now connected and will process and update events in another time zone while you are off work. A new sense of urgency is therefore required in your organization's processes and initiatives to match these external business imperatives. You now need systems that keep your organization informed of events as they develop. The Digité Enterprise dashboard provides the capability to maintain a customized, real-time view of your projects and initiatives.

The system also enables users to set up notifications based on the type and frequency of events.

Beyond updates, a distributed team environment makes it challenging for team members to stay informed and keep in sync. Digité Enterprise simulates a close-knit team experience by enabling team members to capture relevant communication details in the context of their occurrence. By design, Digité Enterprise allows team members from multiple organizations to work collaboratively on a project, yet protecting the confidentiality of all participating entities.

Digité provides a single integrated application to manage your global initiatives

Labels in figure: Delivery Team, Engagement Manager, Domain Experts, Delivery Team, Outsourced Service Provider, Vendor, Account Manager, Finance, Executive Sponsor, Boston, Delivery Team, Project Manager, Chicago, Delivery Team, Digité Enterprise

Any software application you buy can also be bought by your competitors. Can technology deliver you a competitive advantage if it does not dovetail your business processes?

Built-in Business Process Flexibility

While it's true that packaged applications are great equalizers when it comes to automating business processes, it's equally true that not all enterprises extract the same value out of their IT investments. At Digité, we assume that you not only need clear, quantifiable benefits to initiate your IT purchases but that the sustainable value of technology is based on empowering your systems to dovetail and refine your business processes. In other words, we provide the flexibility to evolve your systems based on your operational and strategic decisions. Digité uses web services-based standards to enable organizations to create,

execute, and monitor processes used to implement initiatives without hard-coding elements bound to change: resources, organizational location and structure, or integration with other systems. For instance, processes executed in-house today may be outsourced tomorrow and certain aspects of these processes need to remain intact while others do not. Or you might choose to adopt new methodologies. With Digité Enterprise, it is simple to remodel these changes and add new business rules. You can even create and display new metrics to monitor these modified processes through the component-based portal view.

**Execution is where the rubber meets the road.
No real world project executes to plan.
Can your systems cope with the speed of business?**

When Agility Matters

The hallmark of industry leaders today is flexibility and agility. Organizational re-structuring is an on-going process. Collaborative initiatives spawn virtual teams. Business conditions warrant frequent scope and priority changes. The best laid out plans flounder without well-executed implementation. After all, execution is where the rubber meets the road.
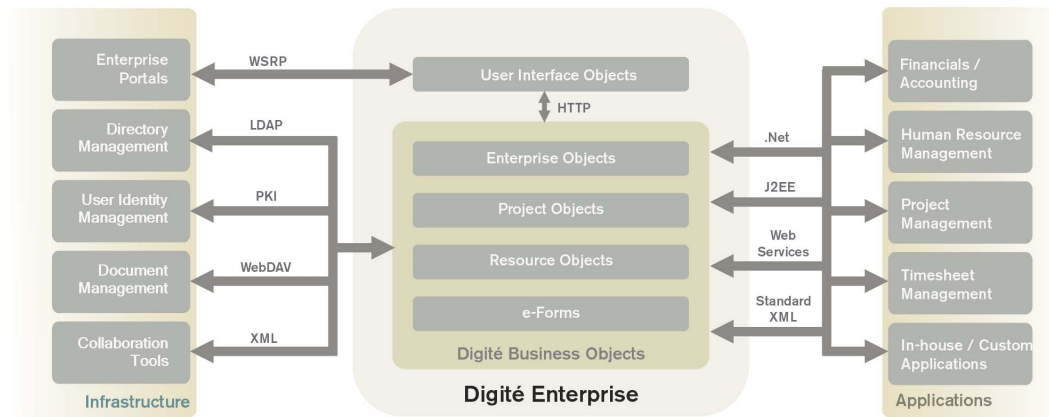
This is where Digité Enterprise adds a whole new dimension to the management of projects and initiatives. Initiatives and their underlying projects can be launched in a tenth of the time it takes to setup using traditional systems. Pre-existing best practices can be encapsulated into templates for instant re-use in similar future projects. Teams can be

dynamically re-assigned or replaced without any significant loss of context or re-work. New developments and re-prioritization of work can immediately generate notifications to the right people.

Equally important in an agile organization is the quality of execution. Digité Enterprise facilitates this with good house-keeping. All the day-to-day issues, risks, actions, and meeting discussions can be captured, tracked, and accessed within the system. More importantly, these can linked to each other and to business requirements and task activities based on relevance, creating context-based clusters of information. Team members can use these clusters to maintain a holistic perspective of all the factors that impact an activity or deliverable.

Governance
- Executive Dash Board
- Portal Components
- Cross Projects Reports
- Process Monitoring

Project Planning
- Task Scheduling
- Resource Management
- Cross Project Dependencies
- Import Project Plans e.g. from Microsoft Project

Execution
- Requirements Capture
- Team Collaboration
- Inbox, Timesheets
- Change Control
- Workflow Routing
- Document Management
- Best Practice Templates
- Communication Plans

Program Management
- Program Profile View
- Pipeline View of Projects
- Process Modeling

Enterprise Management
- Enterprise Administration and Settings
- Organization Hierarchy
- Forums/Community
- Security Policy
- Report Settings

Customizability
- Personal Preferences
- Notification Plans
- Custom Fields
- Look and Feel Customization

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Digité Enterprise includes components to manage the entire lifecycle of an initiative

The Digité integration architecture is designed to reduce your implementation overheads

Reduced Integration Costs (and Time)

Most enterprises are spending millions of dollars on integrating their existing applications today. The high focus on integrating existing applications is based on the clear need for end-to-end automation of business processes and for extracting more useful information from disparate data. At Digité, we regard the ability to integrate with other enterprise applications as a pre-condition to your purchasing decision.

Built on a J2EE and web services-compliant architecture, Digité Enterprise is designed to easily integrate with other applications based on current industry standards. It can import and export data in many XML-based data interchange formats. Major components of Digité Enterprise functionality can be invoked directly via SOAP calls. Organizations can also assemble and integrate their business processes for creating, implementing, and managing large initiatives. With Digité Enterprise, there's no software integration sticker shock.

Extreme Customizability

We recognize that the systems you put in place have to mirror your business practices. In a fast-paced, competitive world, your need systems that keep pace with changes in your organizational structure and processes. Digité Enterprise offers you the ability to not only customize the product during initial installation but to evolve as your processes do. Need to add a data field to start tracking a new metric? Change the look and feel to correspond to a intranet style? Comply with a new process methodology? No problem. Your resident systems administrator can handle all of this.

You may, like some of our leading-edge customers, need proprietary enhancements that provide you a unique competitive advantage. Our blend of onsite and offshore professional services can assist you in defining and implementing customized functionality at very affordable rates.

Improve Your Operational Efficiency

At Digité, we are passionate about delivering demonstrable value to our customers. Whether your organization is just getting started with systematic governance of your technology initiatives, instituting best practices and continuous process improvement as formal processes, or is simply striving to execute more effectively on your projects and programs, we believe we can help. In three words: improving operational efficiency. We would be equally delighted to do a systems study to evaluate the benefits of using Digité Enterprise, at no cost to you or obligation to purchase. You can even test drive the product to see if it works for you. So call us today - and maximize your return on your initiatives.

About Digité

Digité is a leading provider of collaborative enterprise application software for process and program management. Digité's web services-based architecture enables organizations to cut costs by improving the efficiency and consistency of their service delivery. Digité's products are being used by over 12,000 users worldwide in Consulting and Professional Services and Enterprise IT organizations as well as several vertical industries including Financial Services, Life Sciences, Public Sector, Computers and Telecommunications. For more information, visit us at www.digite.com.

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