

Delegata[®]

SOLUTIONS WITHOUT BORDERS

Self Service

Delegata eases the transition from your traditional business structure to self-service.

Description

Demand. It's what drives today's marketplace. Meeting the strain of that demand requires forward-thinking and innovative solutions. Delegata's self-service solutions give government agencies like yours a single, precious commodity — time. By enabling customers, partners, and employees to efficiently and easily manage their own informational needs, Delegata's self-service solutions replace the costly and time-consuming need for human intervention.



The Benefits

The benefits of engaging a systems integrator that has invested in data warehousing components like the ones defined above include:

Benefit Area	Explanation
Speed	Through selection of the right tools and establishment of the required environments for given business requirements.
Risk Reduction	Through the application of a proven methodology and industry best practices.
Cost Reduction	Through the ready availability of information from business environments that can significantly reduce development time.
Value	By having the ROI model to guide the implementation that achieves specific benefits.
Efficiency	By dramatically reducing support calls - allowing support personnel to focus on more customer-centric activities.
Customer Tracking	By increasing intimacy and understanding of customers.

The Plan

Data warehousing can be implemented in incremental stages.

A typical engagement might include:

Activity Description	Sample Deliverables
Business Case Justification	<ul style="list-style-type: none"> ▪ ROI Models ▪ Quantification Templates ▪ Recommendations ▪ Implementation Strategy ▪ Risk Mitigation Strategy ▪ Business Impact Analysis
Readiness Assessment	<ul style="list-style-type: none"> ▪ Survey Instrument ▪ Assessment Matrix ▪ Component Analysis Matrix ▪ Vendor Analysis and Fit Templates ▪ Gap Analysis and Recommendations
Deployment	<ul style="list-style-type: none"> ▪ Application Analysis ▪ Customer Requirements ▪ Technical Specifications ▪ Build Components ▪ Change Management Plan ▪ Knowledge Transfer Plan ▪ Rollout Plan

Contact Us

2495 Natomas Park Dr., Ste. 200
 Sacramento, CA 95833
 Toll-free 1.877.delegata
info@delegata.com