

## Cleverlance Information System



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Each company can be specified as an entity that performs a certain group of processes, whereas the company's main goal is to obtain the highest possible yields from incurred costs for running these processes.

Company processes can be broken down into two groups:

- Main processes, that perform the subject of the company's business and by which the company generates its revenues
- Support processes that are necessary for the operation of main processes and which require company costs

Most IT companies generate their revenues through project activities provided to customers. Yet the projects are rarely viewed as processes. The process view on projects allows for the efficient monitoring of sources, inputs and outputs from both process groups and to obtain necessities to optimise them, which brings numerous considerable advantages. Tools for process management are used for these purposes. Experience has shown that after introducing tools that allow for process management as a whole, the number of delayed projects drops from 90% to 40% and lowers the number of projects that exceed their budgets from 50% to 20%. The number of projects that were stopped before they were completed also drops from 30% to nearly 3%.

Cleverlance's consultation services, together with the support of its own CIS product, includes and integrates both main (projects) and support (routine) processes that leads to a greater transparency of the processes, as the various processes can be viewed from multiple perspectives. CIS also enables the management of priorities, human resources and procedures connected with the use of IT. IT as a whole can thus be managed, monitored, optimised and operated.

### Advantages

- Overall higher efficiency of IT processes
- Marked rapprochement of IT strategies with company's business strategies
- Improvement of internal monitoring of IT activities and costs
- Presenting efficiency and quality of IT in "real time"
- Creation of processes for reducing overall costs in IT
- Consolidation and sharing of requirements for IT through the organization
- Ongoing assessment, management and optimising of IT processes and their impacts on company's business objectives

# Cleverlance Information System

## Characteristics

The Cleverlance Information System is conceived as an open, easily integrated modular system that can be set up and adapted individually according to the customer's needs. It is composed of the following modules:

### Human Resources Management

Recording information on employees (such as for instance completing training, knowledge, assessment, etc.), the organization schema enables information to be kept on, among other things, where the employee is allocated and who is superior is.

### Project Management

Project management enables the management of project activities to be organized and standardised. Projects and their activities are defined as the hierarchical structure of the project phase that logically arranges and organises tasks or activities. This module gradually defines the processes required for performing project tasks. Project activities can then very easily be managed since all members of the project team, regardless of whether they are internal or external employees, co-operate and communicate via an intuitive user interface.

### Resource Management

Since human resources are assigned individual tasks, requirements or projects, Resource Planning provides the employee's superior with an overview of the classification and planning of the capacities of the various employees. In addition, Resource Planning allows for other resources to be monitored and recorded and for mutual relations to be defined.

### Costs Control

This analyses the cost level and profit level of various projects and organizational components, allows for complete transparency and checking of budgets, allows users to record and analyse planned and actual information on costs and thereby increase the entire company's profitability.

### Support & Knowledge Base

Contains information on resolving serious problems that can repeat in the future. The information can be obtained either through key words, full-text search or by using a tree of solution categories. This module also manages information on problems reported to support departments, records their solutions and informs of their conclusions. It also enables articles with information and processes on how to solve problems to be released and browsed.

### Release Management

Serves to support the creation and testing of new versions. The module records all created and planned versions of the applications, their current status, administrator and relations to other versions. It also records the testing of the current version, the status of correcting errors and the course of correction.

### Workflow/Demand Management

Resolves requirements defined by the user and ensures that each requirement goes through a previously defined process in which the required information is amassed and checked in the relevant period. The defining process can be defined for each requirement through a logical series of steps, and thereby successfully automate existing processes in the company and also manage all requirements transparently in one place. It thus prevents situations in which the same requirements are repeatedly resolved in various systems, or in which the existing solution is omitted.

### Document Management System

A tool that manages documents, checks creation processes, revises and distributes documents through its life cycle. Allows for the utmost efficiency and facility of important processes that are related to distribution and documents shared by company employees. The module resolves the integration and centralised means of storing and distributing documents.

### Reporting

Contains reports and statistics both for the employee himself as well as for company management. Reporting allows for the monitoring of all information in real time as it is created.

### Administration

This part is a basic element of the CIS product, serves as an integration module of the various CIS parts and other surrounding systems already operated by the customer. It contains a list of functions for setting the system and creating its parameters. It serves to present activities of the various employees – both within the framework of project management as well as in non-project activities.

## Scheme of CIS modules

HR Management	Project Management	Resource Management	Knowledge Base	Support	Release Management
Costs Control					
Workflow / Demand Management					
Document Management System					
Reporting					
Administration					