

Informating Your Business



Executive Freedom

*Management
Empowerment*

*Efficient & Effective
Throughput*

*Timely
Information*

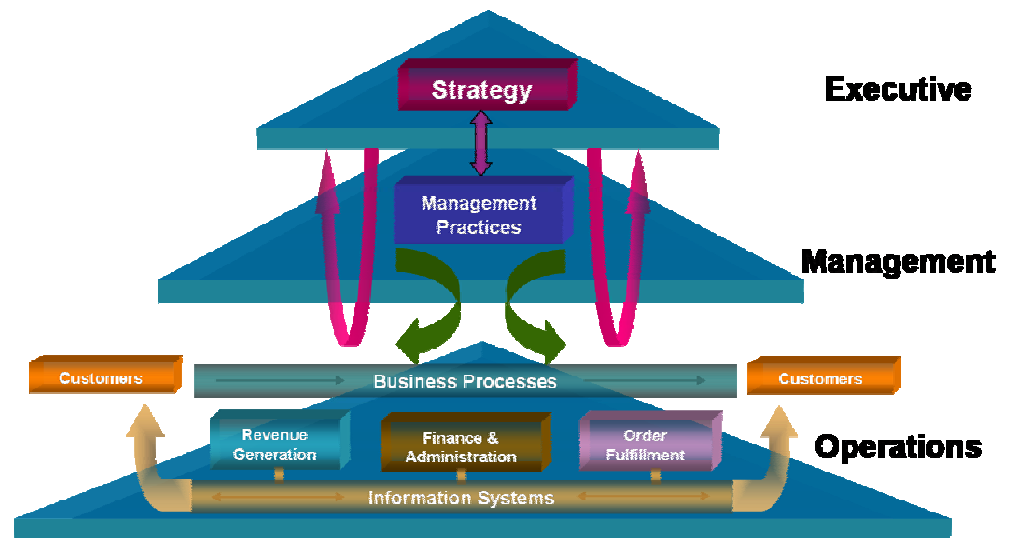
About SatiStar

“Sati” stands for “Social and Technical Interaction”.

The SatiStar approach focuses on reducing costs, reducing waste and rework, reducing cycle times, reducing defects, increasing accuracy and on-time delivery.

The Business Improvement approach accelerates the achievement of desired business results.

SatiStar Mission: To experience the joy of helping our clients excel at what they do.



Informating Your Business

In today's business world, no company can be run without an effective information support system. For many businesses information is a key product and asset. However, very few managers think that their information technology systems (IT systems) deliver the value for the investment.

Companies are caught in a catch 22. They need effective IT systems to run their business effectively, but effective IT systems seem to be an allusive deliverable.

There are two dimensions to the problem:

1. Most IT systems are implemented to automate a business process. However, IT specialists never ask the question. “Is the process effective or efficient?”
2. Most managers are unclear about what information technology can

deliver and so don't know how to ask the right questions to get the information they need to manage the business. As a result they tend to receive what the IT specialists “think” they need.

In today's environment, technology is so sophisticated that there is no excuse for any IT department to be less than a “hero” in their company. Why then is effective technology support so elusive?

If we think of the problem in business terms, the responsibility lies on the shoulders of management. If management doesn't ask the right questions and set the right expectations, they get the IT systems they have asked for.

SatiStar understands how to ask the right questions, and we enjoy helping our clients excel at information management.

The Goal Is Timely and Reliable Information

The biggest barrier to reliable and timely information is a failure in management to be clear about what they need to measure. Many companies select Key Performance Indicators (KPI's) to measure performance, but don't align these with the strategic intent of the company.

The result is a set of inconsistent KPI's

When managers have a clear set of measureables IT specialists can determine if the underlying data is being collected and can deliver that information to management in a format that is timely and useful.

SatiStar understands how to help you get clear KPI's with effective IT support.

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Social & Technical Interaction

We're on the Web!

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The Goal Is Effective and Efficient Business Processes

Most IT systems are designed to automate specific and sundry business processes. However, most companies grow “organically” such that some parts of the company grow at a different rate of sophistication than others. This results in “silos” within the company.

Silos are departments or functional areas in a company that maintain their own boundary conditions. For example, if we think of an order fulfillment process as starting with a customer order and ending with delivery to that customer, silos introduce gaps and inefficiencies in an otherwise coherent end-to-end process.

When we automate business processes, most IT specialists are unaware of such gaps and inefficiencies in business processes. Further, even when they are aware, they are not usually empowered or trained to improve those processes as part of the automation project.

The results are automated inefficient and ineffective processes. Processes run faster,

but not better.

Some IT specialists solve the problem by selecting software whose logic requires that the company conform to the system's way of doing things. However, this might not be the best way for the company, or the approach might meet with resistance. Personnel may find ways to “get around” the system towards what they see as a more effective practice.

In either case the correct procedure is clear. First examine your business processes to determine where they can be improved. Then design the IT systems to support the new and improved processes. This ensures that the company receives the benefits from a well-tuned, effectively supported business process.

The SatiStar method focuses on these requirements. We work with you to identify potential problem areas, and to implement process improvements. We design these improvements with appropriate IT systems to support the improved processes.

The Goal Is Reliable Management Control Systems

Effective IT systems are systems that provide operational and management support for efficient and effective processes, and which provide timely and reliable information (not data) to management.

At SatiStar we call IT systems your Management Control Systems (MCS). Your MCS not only automates effective processes, but provides information to support the KPI's that your company uses to measure performance and growth.

With this in mind, we can design an IT

system from the top down. That is we can determine which processes will be automated, as well as which information needs to be presented to management.

These two criteria focus IT deliverables on effective support for your business as you define it, not as your IT specialists define it.

Information management is the art and science of “mapping” IT systems and capabilities to your business.

At SatiStar we enjoy helping you excel at helping you succeed.

