

Outsourcing **ARIS** Administration

Leonardo Consulting, experts in ARIS since 1999, will provide a scalable outsourced service tailored to your ARIS needs.

WHY OUTSOURCE?

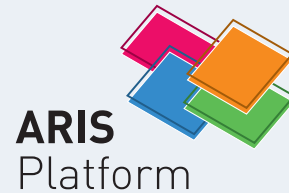
A physical **ARIS** Administration effort requires **specialised technical ARIS skills**, knowledge and appreciation for “**modelling with implications**”, and proven **administration practices**. While your company may not have all these capabilities in-house, Leonardo Consulting has a proven track record in all these areas.

CHALLENGES FACED BY ORGANISATIONS

Organisations face some challenges when **implementing and managing ARIS solutions**. There are relatively few technically **ARIS**-skilled resources, and in addition to this these resources do not generally have the experience to perform **ARIS** administration effectively. Most **ARIS** environments do not actually have the critical mass to justify the expense of a dedicated **ARIS** administrator, and this is why outsourcing these tasks to **qualified professionals at Leonardo Consulting** will allow your organisation to receive the full benefit of **ARIS**'s integrated modelling solutions.

OUTSOURCING ARIS ADMINISTRATION WILL ALLOW YOU TO...

- Focus on value-adding activities rather than administrative tasks
- Provide a cost effective and manageable way of administering **ARIS** content
- Gain consistency in **ARIS** models, objects and general content
- Better control your costs for projects and ongoing administration

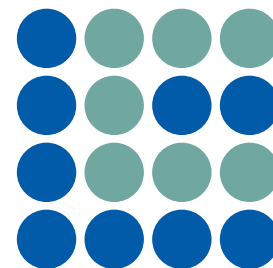


About Leonardo

We deliver Business Process Management consulting, education and software solutions with a commitment to quality outcomes. This is based on a deep understanding of the role of process management in corporate performance management. Our customers come from a wide spectrum in the public and private sectors in Australia and overseas. They are a diverse group unified by a commitment to process-based management.

How will Leonardo Consulting help?

Leonardo Consulting has extensive experience in using and supporting the **ARIS** Platform. Since 1999 we have been implementing and administering a proven and reliable approach to **ARIS** Administration. Leonardo Consulting has a reliable team of experts with the right skills, and can provide a flexible and scalable outsourced service tailored to your **ARIS** environment.



Outsourcing **ARIS** Administration

- an overview of what Leonardo Consulting will do

Ongoing tracking and monitoring

- Tracking service requests and associated information will ensure there is continuity during the whole process
- Service requests and related activities are monitored to ensure correct prioritisation and problem identification

Monthly reporting

- Monthly reporting on timing and frequency of services will ensure that the workload estimates can be monitored and the SLA adjusted to suite the requirements over time
- Monthly reporting on performance in terms of service level agreement will ensure that the ongoing delivery of services is inline with the requirements of the client

Quarterly review of performance

- Workload and performance will be evaluated every quarter
- Recommendations and revisions to the SLA agreement will be made as required

Continuous improvements

- ARIS Administration processes and supporting tools will constantly be evaluated and improvements implemented

Outsourcing Your ARIS administration allows your organisation to fully benefit from the **ARIS** solutions it has implemented, and frees your staff to focus on value adding activities rather than administrative tasks.



Outsourced ARIS administration supports your organisation to achieve **Business Process Excellence**

In-house ARIS administration
Can result in wasted time, money and effort