



CSC is rated in the “Leaders” quadrant of the latest Gartner Magic Quadrant report for North American Enterprise Resource Planning (ERP) Service Providers. The report positions external service providers (ESPs) of ERP consulting and systems integration services based on their ability to execute and their completeness of vision.

### Competencies:

- 9.0 Certified Consultants
- Supply Chain Management
  - End-to-End Optimization
  - Savings “At Risk”
- Financial Management
  - Grants Management
- Human Capital Management
  - Strategic HCM
  - Process/Policy Review
  - Absence Management
- Business Intelligence
- Technical Architecture and Integration

### Capabilities:

- Business Transformation
- Enterprise Process/Systems Optimization
- Shared Services Integration
- Project/Program Management
- Organizational Change
- Upgrades
- Data Architecture
- Environment Hosting
- Remote Application Support

### Listen to These Results:

The CSC Catalyst™ Methodology, when applied to implementing a Reporting Strategy, provided our clients timely, accurate, comprehensive, and organization-wide views for decision makers; giving them the information they need to make necessary decisions and capitalize on business opportunities.

### The Problem

In today’s business environment, decision makers need access to information from across many data repositories. No longer are businesses that have an eye on the future using just financial results to map a strategic course for their organizations. The company’s management should focus on four main areas or perspectives (Kaplan and Norton):

- The customer’s perspective
- Internal operations
- Innovation and learning
- Financial perspective

Identifying the performance benchmarks for an organization that will drive the performance desired, the capturing of the data from disparate systems to allow measurement and then the delivery of this information, are all issues faced by our clients.

### The Solution

We have developed a Catalyst™ Project Management Methodology for reporting and change management that will provide a systematic process for the implementation of an integrated strategic reporting system using Lawson Business Intelligence™ (LBI) as the foundation. This methodology will consider your strategic goals, sponsor needs, and reporting delivery requirements, and will enable your organization to implement a solution that will:

- Optimize processes by
  - Identifying areas for improvement
  - Eliminating processes that do not increase compliance or accuracy
  - Quantify and rank compliance and process improvement opportunities
  - Provide an action plan for achieving targeted opportunities
- Develop a reporting strategy that will
  - Ensure accurate and timely reporting to all stakeholders through the elimination of manual intervention where feasible.
  - Deliver reports generated from disparate transactional systems
  - Have reports that are built to meet the specific needs of your organizations strategic goals
- Use Lawson’s Business Intelligence suite as an enabling tool to develop and deliver an integrated reporting solution based on your organization’s strategic goals.

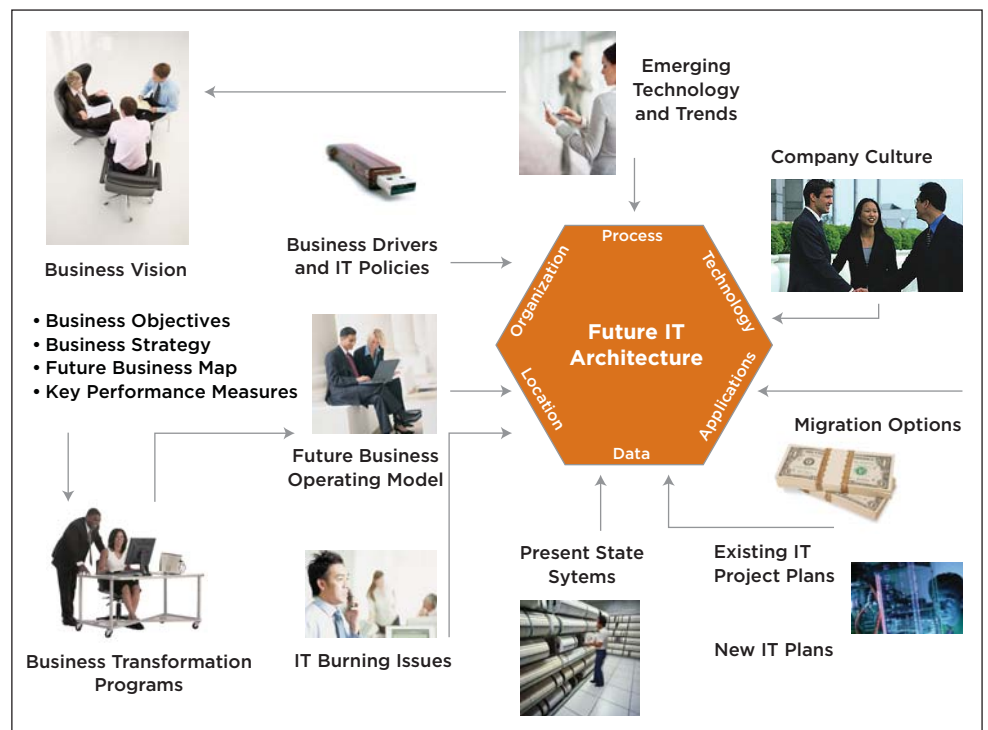
## The Process

Our Global Health Services professionals bring an unparalleled level of healthcare experience when implementing Lawson Software® solutions. Our professionals possess superior subject matter expertise in the nuances of strategic operations management processes and requirements that allow us to work with your management team to define a focused reporting strategy that aligns with your organization's strategic goals. This understanding allows our teams to craft industry-leading reporting technology solutions creatively utilizing the products of our vendor partners to support your strategic goals.

Although the approaches used by strategy-focused organizations differ, they all follow five principles (Kaplan and Norton):

- Translate the strategy to operational terms
- Align the organization to the strategy
- Make strategy everyone's job
- Make strategy a continual process
- Mobilize change through executive leadership

Utilizing our Catalyst™ methodology, our professionals will architect and implement a reporting solution taking into account all of the key domains of change including those domains of Process, Technology, Applications, Data, Location and Organization throughout the implementation process.



Our certified Lawson Software® professional services team works directly with your organization's management team to develop this holistic approach for implementing Strategic Reporting solution. Through this process, we will gather the key business requirements and create a solution path that best meets and exceeds those key requirements.

By combining this comprehensive Catalyst™ methodology approach with the core Lawson Software solution path options, we deliver a superior Strategic Reporting solution and seamless implementation.

## Process Optimization

We compare existing processes against best practices for core and supporting processes to identify opportunities and initiatives for process improvement.

Current state data on key performance indicators is gathered for each process and compared to best practice benchmarks.

We can help your organization streamline reporting by establishing automated information gathering and delivery processes that reduce redundancy, increase productivity and deliver this information with sound internal control practices. This solution is architected to insure compliance with the reporting requirements of your key stakeholders and alignment with your organization's strategic vision and tactical goals.

### About CSC

*The mission of CSC is to be a global leader in providing technology enabled business solutions and services.*

*With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.*

*CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.*

*For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.*

*The company trades on the New York Stock Exchange under the symbol "CSC."*

### CSC

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### The CSC Approach

**Client-Focused** — We make a special point of understanding its clients and delivers solutions that best meet their unique needs.

**Experienced** — Most of our workforce joined the company as experienced professionals from other firms and industries. Our ERP professionals have an average of 20 years experience.

**Global** — We are one of a very few firms that can deliver end-to-end solutions to global clients.

**Practical** — Our approach to innovation is driven by client need and expressly delivers business impact.

**Trusted** — Our reputation for performance, flexibility, and for "doing the right thing for clients" is widely recognized.

### Why CSC?

- We have an industry leading healthcare practice in Lawson Software® implementations. Our deep experience in providing these services to our healthcare clients has allowed them to optimize their operations and technology investments saving them millions of dollars.
- Our integrated Enterprise Process Redesign and ERP Implementation methodology is highly effective. Our methodology is based on teaming with your leaders to quickly evaluate the current state operation and develop a plan to implement best practices to optimize the Lawson technology and speed the implementation of "quick hit" savings initiatives.
- We have an excellent track record for successful redesign with large and small Lawson implementation projects. Our project teams have considerable experience managing and successfully completing Process Redesign and ERP implementations for many healthcare organizations.

Let us show how we can help you implement, optimize, or upgrade your Lawson systems, improve core business processes, identify key operating changes that can be made, and improve efficiency.

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