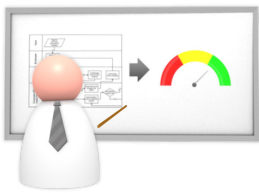


Consilium - Business and Technical Consultancy

Consultancy



Core Vs Context

“Core versus Context deals with the classification and management of Core tasks, tasks that deliver sustainable competitive advantage, and Context tasks, all other tasks that support your business”

See our White Paper on Core Context www.aap3.com

“Developing a winning strategy to optimise your business”

aap³ help clients analyse their business and technology in the area of Business Stabilisation, Process Improvement, Enhancement of ICT Operations and Shared Service Optimisation, to create a competitive advantage with strategic agility and a positive return on investment.

Business Consultancy

A fundamental part of our Business Consultancy is to look at the ‘Core’ and ‘Context’ tasks and processes of your business. Taking your business goals and strategy as the driver, we will map the Core and Context tasks on top. This will show how much emphasis you are placing on your Core tasks and which resources are supporting and driving them.

The overall aim is to maximise the value of Core tasks, while at the same time streamlining, standardising and optimising Context tasks. The intent being to ‘ready’ your Context tasks to be outsourced to a suitable partner. aap³ is your outsource partner because those ‘Context’ tasks become our ‘Core’ tasks, so we apply the same rigors and focus as you do, i.e. maximising the value of our Core tasks.

Core Vs Context - Analysis Framework

Mission Critical - Core

Process creates Differentiation that wins customers

Non Mission Critical - Core

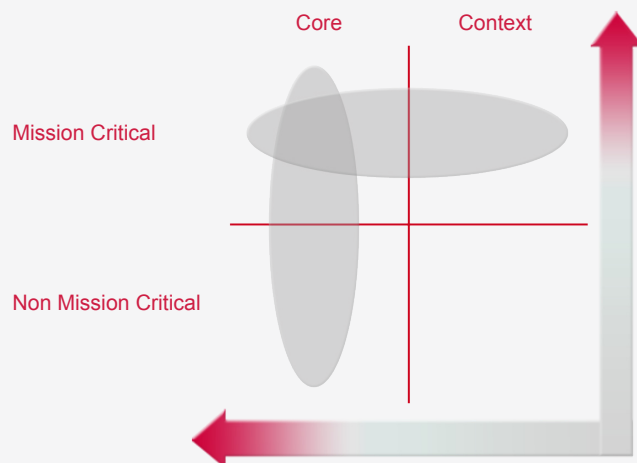
‘Incubation’ area for Mission Critical Core processes

Mission Critical - Context

Process is critical to business but does not create competitive advantage

Non Mission Critical - Context

All other supporting processes, many of which could be outsourced



aap³ ITSM Consulting:

- Service Capability Assessment.
- Service Reporting.
- Industry Benchmark.
- Service Support Model Design.
- Process Maturity Assessment.
- Process Design.
- ITSM Toolset Evaluation.
- Service Transition Process and Deployment.
- SIP Planning & Execution.
- Service Strategy Planning.
- Service Organisation & Structure Review.

aap³ ITSM Education:

- 0.5 & 1 day Awareness - ITIL, ISO20000, CobIT.
- Practical Workshops, i.e. CMS Planning; Service Catalogue.
- Service Management Simulation.
- ITSM Coaching & Mentoring.
- Executive ITSM Support.

Technical Consultancy

aap³'s Technical Consultancy covers a broad range of ICT areas including;

- Network Infrastructure
- IP Telephony
- ICT Services Planning
- Application Services
- IT Service Management

For example, utilising our discovery toolset aap³ is able to monitor your **Network Infrastructure**, applications and security capabilities, producing a detailed level analysis that will show how effective your network is vs industry benchmarks, any rogue devices or security breaches, inefficient network topology, out of date devices and in the application area, we can identify unlicensed software or multiple versions of software and make recommendations for improvement and compliance.

aap³ is a certified installer for IP telephony across multiple platforms and as part of our consultancy engagement, we will analyse your current installed state and make appropriate recommendations on hardware and infrastructure.

IT Service Management

aap³'s IT Service Management (ITSM) is broken down into three broad areas, ITSM Consulting, ITSM Interim Resourcing and ITSM Education.

Our Consultants and Associates are all **ITSM** professionals with extensive experience of achieving success at some of the UK and World's leading organisations including Vodafone, Shell, Virgin Atlantic, Coca Cola, AMEC, Lloyds TSB, Barclays Capital and ING Direct.

We pride ourselves on the ability to balance flexibility and pragmatism with the use of best practice frameworks and standards such as ITIL, COBIT, CMMI, Lean Six Sigma, OBASHI, PRINCE2 and ISO20000. The use of these frameworks and standards, along with aap³'s tools, methods and techniques provides our clients with accelerated and tangible results.

For further information on our ITSM Services, contact Paul Whitlock p.whitlock@aap3.com