

SUSTAINMENT Strategy Solutions

Ensure long-term success of your business initiatives—with solutions to optimize and sustain your business and workforce performance.

In recent years, more companies have come to realize that a critical component of successfully implementing new business initiatives is missing. They may be facing a merger, expense reductions, massive hiring, changes to the operation, or software implementation. After the rush of enthusiasm has passed, organizations often face difficult challenges in building and maintaining the needed foundation to sustain the intended value.

GP Strategies™ Sustainment Strategy Solutions

Today, the realization of long-term business value requires an integrated effort among business management, operations, the workforce, and IT to tap the true potential of their investments in systems, people, and processes. Sustainment initiatives become key to exceeding goals for business performance, customer satisfaction, and employee performance.

GP Strategies has a long history of delivering solutions that perform. With our emphasis on building innovative, performance-based solutions, we are dedicated to helping our clients achieve their business goals.

Addressing Your Challenges

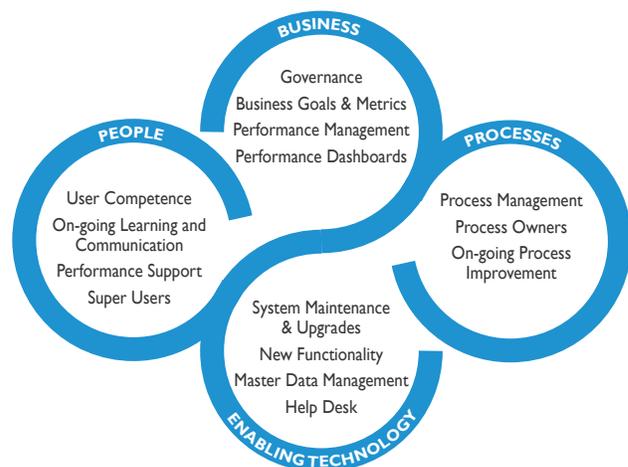
Executives are asking:

- What does my environment look like after go-live?
- How do I effectively extract business value from my investments?
- How do I successfully integrate initiative team members back into daily business operations?
- How do I recognize the greatest return on investment and assets?

The following framework provides an overview and components that help drive a successful sustainment strategy.

GP Strategies's Sustainment Strategy Solutions:

- Governance
- Business Goals & Metrics
- Program Management
- Process Development
- Continuous Improvement
- Ongoing Learning and Communications
- Performance Support
- Organization Alignment



Focusing on the Right Solution for You

By understanding your current organization and infrastructure, we can determine the specific strategy that will help you achieve your goals. We work closely with you to put these components into place, allowing you to generate the greatest benefit in the most cost-effective manner.

Governance Structures

Engaging the right leaders provides clear, quick decision-making that keeps your business units in a close working relationship. To accomplish this, GP Strategies helps clients with the structure and operation of their Governance Boards to successfully guide business integration and results. This step achieves one of the best practices for building customer satisfaction.

Business Goals and Metrics

Defined goals and business performance dashboards provide your company with the necessary systems to evaluate results and focus on improvement actions. GP Strategies can help develop a clear articulation of goals to create and measure success.

Program Management

Managing the priority and phasing of programs is critically important to the business, lower cost of system ownership, and customer satisfaction. Program Management is a key link to executing sustainment best practices.

Benefits of an Effective Sustainment Strategy

- Lower Cost of Ownership—Greater Return on Investment and Assets
- Solid Business Unit Alignment
- Standard Approaches and Centralization Across the Enterprise
- Improved Customer Support and Satisfaction
- Achievement of the Planned Business Outcomes

Process Management

Ensuring that all system users have a clear understanding of their business processes is essential for achieving success. It is also critical that specific responsibilities for managing processes are defined and assigned. Process Management ensures improvements are addressed company-wide, standardization is maintained, and improvements are widely communicated.

Continuous Improvement

Establishing Communities of Practice with requisite continuous improvement process skills provides significant value to the application and use of company systems and to improvements in business processes.

Ongoing Learning & Performance Support

All employees need learning and performance support beyond what they originally received prior to a new launch. Initially, they may be able to perform successfully but still require more advanced skills to become truly expert. At the same time, new hires and transfers require similar skills. GP Strategies offers Learning and Performance Support Solutions to develop and execute a strategy that ensures adoption, proficiency, and compliance.

Organizational Realignment

As processes are standardized and employee performance improves, business managers have the potential to make organizational changes to enhance business value and streamline processes. GP Strategies's best practices in Organizational Realignment can help achieve this goal.

To learn more about our ERP Sustainment Strategy, contact us at info@gpstrategies.com or visit our website www.gpstrategies.com.

The services described in this brochure were developed and delivered formally under the RWD Technologies name, which was acquired by GP Strategies in 2011.

GP Strategies World Headquarters
70 Corporate Center
11000 Broken Land Parkway, Suite 200
Columbia, MD 21044 USA



gpstrategies.com
1.888.843.4784
info@gpstrategies.com

