



*Charting the course for your enterprise solution*

## Service Automation for Internal Projects

### Service Automation for IT

Today's businesses place more and more demands on the Internal IT department; from 'lights on' systems to new and challenging projects. It is essential to have an instantly recognizable view of the organization's IT investments in order to direct limited resources.

Cardinal Point Solutions has become the premier consulting partner transforming IT from a cost center to a value center by implementing the Service Automation for IT applications and best practice business processes. Our approach addresses the end to end business process, not just the individual modules. This unique perspective enables Cardinal Point to address the needs of the business faster, more efficiently and more effectively than our competitors.

### IT Governance Business Processes

Our highly experienced consultants can assist in addressing the following common IT governance business processes;

- ▶ Portfolio Management
- ▶ Program Management
- ▶ Project Costing
- ▶ Project Request and Approval Processing
- ▶ Planning, Budgeting, Forecasting
- ▶ Resource Management and Capacity Planning
- ▶ Organizational Charge-backs
- ▶ Analytics including What-If Analysis
- ▶ IT Governance dashboards

### Gaining visibility into IT spend

Service spending is still the largest uncontrolled cost in most businesses. What is your total annual spend on IT, IT support and IT projects? Do you have the right mix of internal and external resources? What is the right mix of skills now and in the future?

These are only a few of the myriad questions that face internal IT departments today.

Cardinal Point is highly experienced in implementing PeopleSoft's Service Automation for IT suite of products. We can assist in gaining clarity and creating controls around these typically uncontrolled costs. Customers gain visibility into real time project costs and set controls in place for prioritizing the projects that bring strategic initiatives to life faster with less risk.

### Resource Management

People are the most critical asset in a services organization. Are you maximizing your resource utilization? What skills and competencies are in demand, now and in the future? Do you have insight into your resources schedules and availability?

Cardinal Point knows the challenges of managing resources that have diverse skill sets first hand. Our consultants will help you maximize resource utilization, plan more accurately for services demand and accurately analyze capacity planning.

### Our Implementation Experience

Oracle | PeopleSoft delivers the products; Cardinal Point delivers the solutions. Because of the significance of today's business processes and complexities of the PeopleSoft Enterprise Financial product suite, it is essential to have experience on your team to implement application functionality with industry best practice business processes. Successful implementations require expertise and accurate direction to manage change. Cardinal Point consultants provide the experience and insight necessary to ensure a targeted solution.