

## Customer solutions

We have delivered successful projects for customers across many industries, including aerospace, defence, public sector, engineering, construction, transportation, retail, oil and gas industries as well as experience in financial services and insurance. For us it's resolving the business issues that we focus on and it's our experience and technical skills that get results.

A small sample of solutions delivered includes:

### Business Insight

We have delivered 'Business Insight' solutions that enable the client to capture risk information from a wide range of data and information sources. Centralising the information and implementing sophisticated business inquiry tools enables the client analysts to quickly identify risks to the business, without having to trawl through lots of disparate information. This has resulted in greater productivity and more timely, informed, decisions – leading to more effective action taking.

### Integration

We have worked with a number of major organisations to enhance business processes through the effective use of middleware technologies. For example, successfully migrating from a mainframe solution to an ERP solution integrated throughout the company's stores (including till points); working with the customer to architect the solution, design and develop interfaces between systems, and implementing the new system. The resultant solution significantly streamlined transaction flows and business performance.

A large insurance company wished to integrate a back-end insurance engine with a front-end quotation system. The team designed the solution with the client, configured the integration technology and supported the testing process as well as providing ongoing system support.

### Mission Critical Transaction Systems

High volume mission critical transaction systems have been developed, deployed and integrated for a number of high profile customers in particular for banking and financial services clients. These systems are vital to their organisations and our assured, experienced approach enabled successful delivery with appropriate risk management, performance, results and support.

### Content Management

Content management solutions, especially those that convert paper documents to electronic format, have delivered tangible business benefits to many of our clients.

With process management and easier reporting, the solutions that we designed and implemented have dramatically improved business efficiencies, ensured regulatory compliance and reduced costs for customers from engineering to banking and insurance companies. Efficiency improvements of 30% to 500%+ were achieved and in some instances supported substantial organisational restructuring and cost reductions.

### Risk Management

A number of our staff have experience of developing and implementing industry leading, web-based risk management software used extensively in aerospace, defence, utilities construction and transportation organisations.



## Knowing your business

We do not claim to know your business better than you do. However, we have considerable technical knowledge and experience as well as significant and diverse industry experience. Working together we can deliver both proven and innovative capabilities which drive increased performance for your business.

Our experience includes solutions delivery for:

- Aerospace
- Defence & Intelligence
- Construction and engineering
- Oil, gas & nuclear power
- Utilities
- Telecommunications
- Banking, finance and insurance
- Retail

## Extensive technical capability

As well as project and programme management, we have built up a wealth of experience in enterprise information architectures, systems architectures and systems design as well as technical delivery skills for a range of proven and advanced technologies. We can draw upon the right combinations of technical expertise to solve the business problem.

Our experience has enabled us to build a strong, credible team that can successfully deliver a wide spectrum of advice, skills, products, services, systems and solutions capability. We manage and oversee the exact combination of skills required to complement your staff for effective and efficient solution delivery to solve the business problem at hand.

Our development and test environment is available should you wish us to run development projects off-site rather than being resident at your premises.

## Your next step

If you feel that your business would benefit from an informal, introductory discussion with one of our consultants, please either:

call us on +44 (0) 208 286 7587

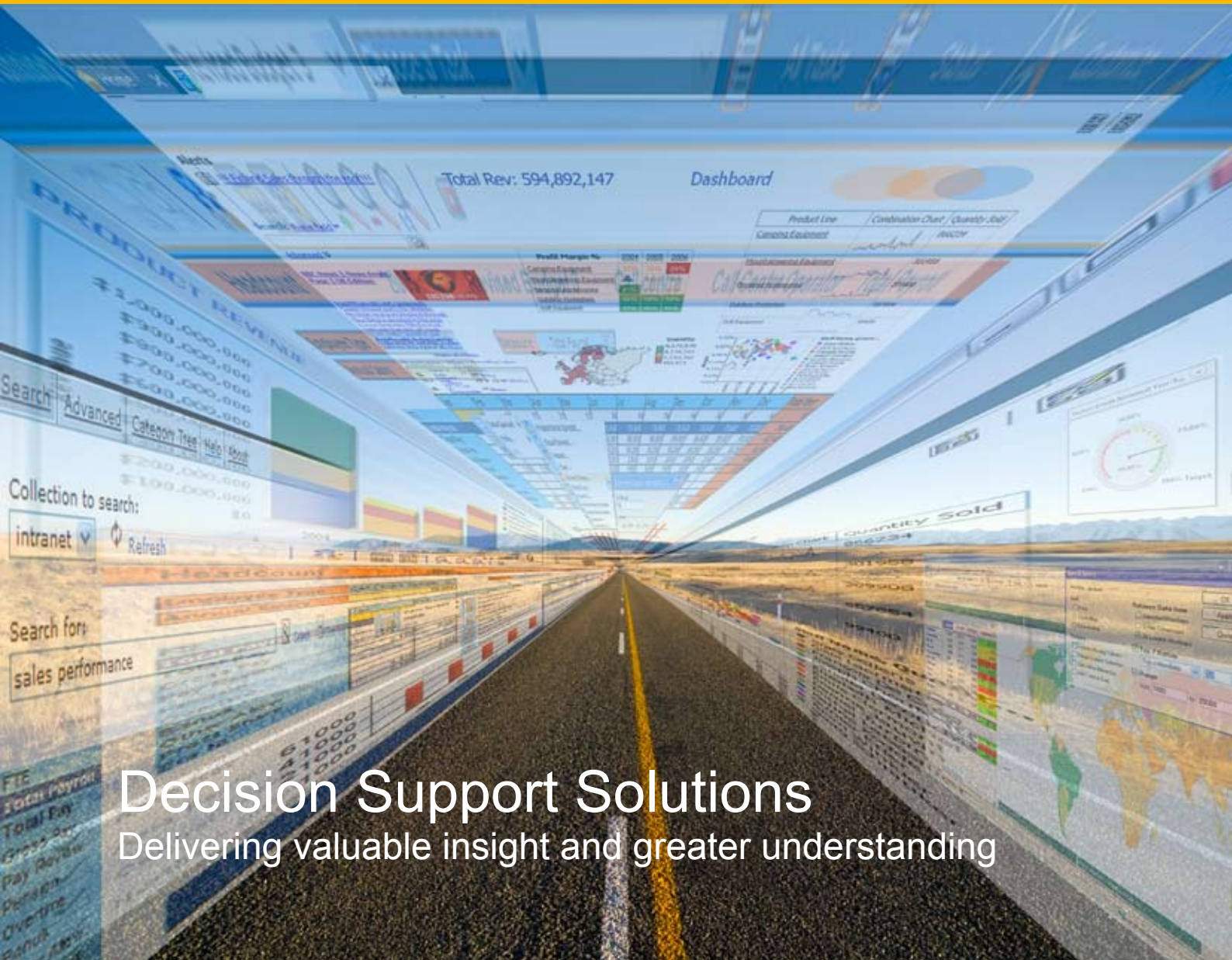
or

email us at [sales@diegesis.co.uk](mailto:sales@diegesis.co.uk)



Registered Office: 90 High Street, Wimbledon, London SW19 5EG  
Registered in England No. 6459593

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# Decision Support Solutions

Delivering valuable insight and greater understanding

***If performance and results are to be maximised in a rapidly changing economic climate then decision making needs to be optimised. Diegesis enables you to drive increased performance across the organisation; enabling optimum decisions to be reached based on clear insight and understanding gained from your diverse and complex information sources – every day.***

***We specialise in helping organisations to release the full power of the information, skills, knowledge and wisdom from their diverse range of systems and people.***

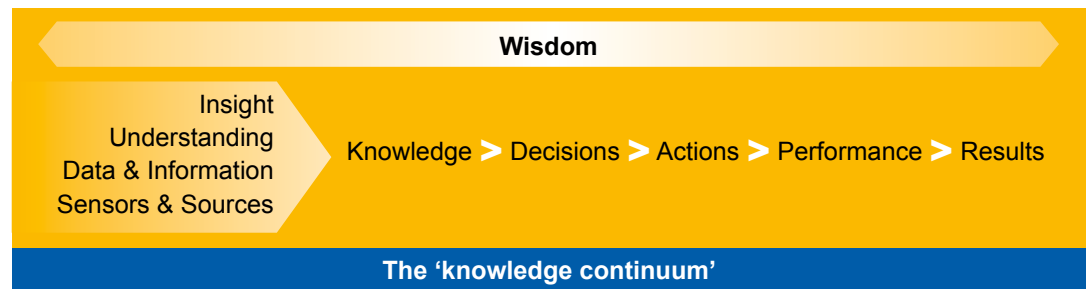
***Diegesis is a business technology and IT systems integration company that specialises in Decision Support Solutions. We have a proven track record in delivering successful projects that provide tangible business value to large and mid-size organisations.***



## ***The Knowledge Continuum***

Diegesis specialise in helping organisations to release the hidden knowledge and wisdom from within their range of diverse sources of information (documents, emails, core business systems and applications, databases, free-text information in databases, intranet, internet, presentations...). In doing so we allow individuals and teams throughout the organisation to gain fast, secure and intuitive access to the pertinent information required to make swift and effective decisions. We also provide the environment and the tools to gain greater insight and understanding from that knowledge.

We work with you on improving all aspects of the 'Knowledge Continuum'. From data quality and accuracy to the context for the data which produces information. To information we add capabilities to enhance insight and understanding as well as the ability to locate pertinent information and knowledge intuitively. We enable you to provide your staff with the appropriate data, information and knowledge at the appropriate time, to enable the optimum business decisions to be taken.



## ***Working with you***

Our team have a clear aim – to work with you to achieve your organisation's information, insight, knowledge and decision analysis objectives, effectively and efficiently, through the appropriate use of IT.

We work with senior executives and company directors, to gain a clear understanding of the information needs of key individuals and teams and then focus on delivering against those needs.

We take pride in the fact that the success of any project that we undertake is a joint accomplishment. For us it's the combination of people, process and technology that counts. Information and the tools used to extract and analyse it are there to support the decisions people make and the actions that result. Performance comes from the effective combination of people, process and technology.

Our practical approach supports this. We say what we do and do what we say.

## ***Innovation with experience, quality and standards***

We bring cross-industry experience and innovation to any project we undertake. Innovation is supported with strong delivery skills and technical capability; providing high quality results which deliver demonstrable value.

Ideally positioned to be agile and responsive to our client's situation, we work with organisations at all levels to provide the appropriate IT solutions to meet their business needs. At Diegesis we work with customers to deliver on our commitments. For us only a successful project and a satisfied customer will do.

Consultancy is a part of our service, it is not our goal. We focus on solving problems and delivering the solutions that make a positive difference to your business. We support your team and complement their skills with the additional and specialist skills required for optimum performance and results. We support effective delivery with the use of appropriate standards based approaches and quality processes.



Combining our experience with yours we are focussed on the things that matter most:

- Solving business problems
- Enhancing your organisation's effectiveness and efficiency
- Effective delivery of necessary & appropriate IT capability

We work *with* you to:

- Think – develop and support thinking, ideas and to support innovation
- Analyse – assess key business issues
- Plan – for change and success
- Assess – risks and opportunities
- Design – solutions based on IT and process change
- Implement – professional services from consultancy to implementation and integration services
- Deliver – solutions and systems (including software and hardware as appropriate)
- Support – products, systems and solutions. Either educating and transferring skills to you or providing ongoing support as required.

Our expertise is to ensure that key projects are delivered to plan and within the agreed timescale and budget. We provide quality deliverables to meet the objectives and the plan agreed with you. We draw upon the specific technical expertise required for success.

We focus on key areas of improvement where technology can be deployed with high value returns to your organisation. With an understanding of the overall IT architecture we can recommend 'building blocks' and additional components that will deliver visible business benefits. We often undertake viability studies before taking on a project – providing the assurance that it will deliver measurable value to your business. We will regularly review with you the risks associated with a project so that you can adjust the approach to mitigate risks or to grasp new opportunities.

We place a high importance on confidentiality, discretion, performance and success. We make your business our business at all times.

The Diegesis team has been involved in deploying and implementing solutions for business for over twenty years; delivering capability in business performance improvement, information and knowledge management, analysts support systems, business process and workflow management, content and document management, and risk management.

We focus on the business and the technology. With a clear understanding of the challenges and issues that businesses face we assess and deploy technology as the 'enabler' to improve working practices and provide systems that:

- Reduce costs
- Improve efficiency
- Enhance capability
- Increase productivity
- Deliver greater performance
- Improve results
- Manage risks & opportunities
- Provide insight
- Support effective decision making

We look for long-term relationships of value, where we can complement your team(s) and continue to add strategic and tactical value over time. We can also complement your team with additional skills on a long term 'retained' basis where this meets your objectives.

***Focusing on  
business  
performance  
improvement***

***Experience that  
makes a difference***