

EMC ENTERPRISE CONTRACTS MANAGEMENT ENHANCE SERVICES

Realize the optimum value from your ECM investments

ESSENTIALS

Changing customer expectations:

- More than 85 percent of practicing U.S. physicians used the Internet for professional purposes in the last year
- The average physician now spends eight hours per week online at the office
- 35 percent spend less time with sales representatives

EMC Consulting Multichannel Marketing for Life Sciences service benefits:

- More cost-effective customer contact through alternative promotional and marketing channels
- Compliance programs and tools that can be implemented to assure conformity with regulatory requirements
- A complete understanding of all customers to assure the most effective marketing efforts

CHALLENGE

The initial implementation of an Enterprise Contracts Management (ECM) system is only one step in the ECM lifecycle. A well-planned ECM solution has the potential for reducing risk and improving revenue realization. However, in order to secure the optimum value from the ECM deployment, an organization must reassess and refine its procedures on an ongoing basis. A comprehensive reassessment addresses the technical suitability of the existing solution, the level of adoption, and the extent to which business results are achieved

SERVICE DESCRIPTION

EMC® Consulting provides ECM Enhance services to help companies realize the optimum value from their ECM investments. Consultants will benchmark current operations against the ECM Maturity model and develop an action plan for moving the organization to higher levels of value.

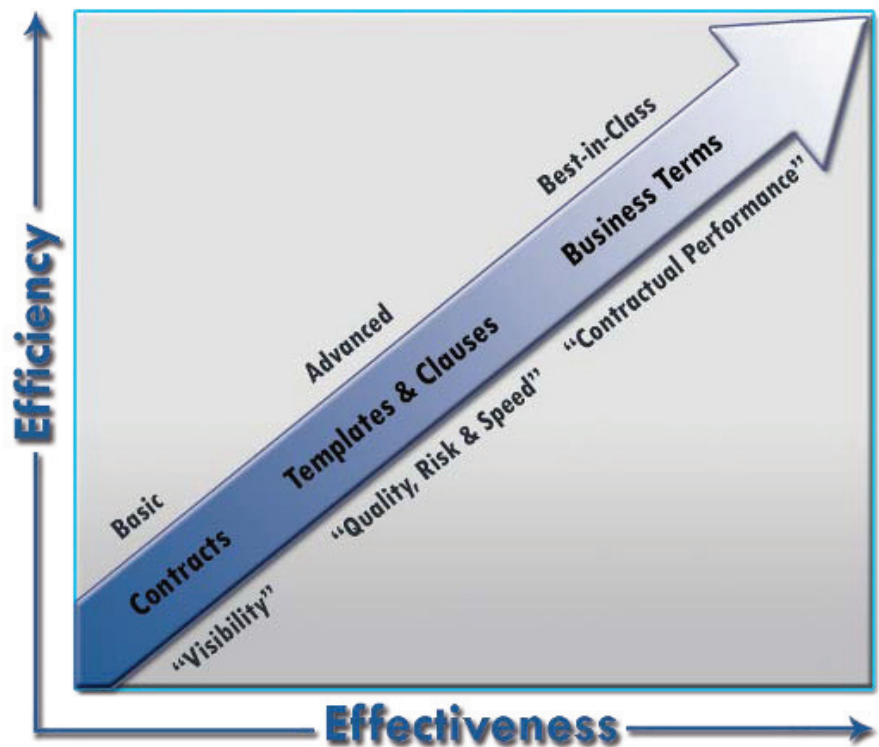


Figure 1. ECM Benefits Maturity Model

BUSINESS EFFECTIVENESS

EMC consultants analyze business processes and ensure that metrics are aligned with desired business outcomes. Experienced consultants will:

- Address contracting standards—phrases, clause categories, identifiers, format—to gauge consistency across business units.
- Review “grants-of-authority” thresholds to expedite turnaround times.
- Update templates and standard clauses.
- Determine whether existing processes and systems enforce business rules.

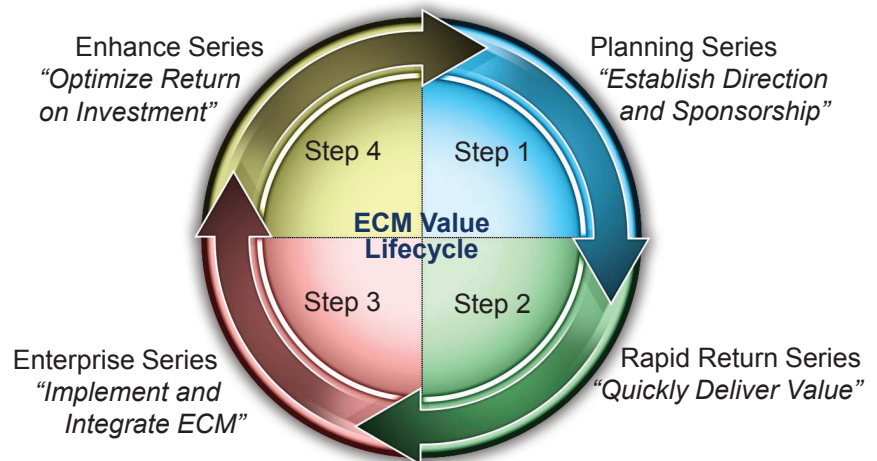
USER EFFECTIVENESS

EMC consultants review adoption rates, user proficiency, and user motivation and satisfaction. They address the adequacy of standard operating procedures (SOPs), user training and support, and systems to measure and reward user adoption.

TECHNICAL EFFECTIVENESS

EMC consultants analyze the technical underpinnings of the ECM solution:

- Application, system, and network performance
- Backup and recovery procedures
- Administrative and reporting procedures
- Security and access capabilities
- Post-implementation support and staffing
- Application upgrades



EMC CONSULTING

As part of EMC Corporation, the world’s leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help organizations exploit information to its maximum potential. With worldwide expertise across organizations’ businesses, applications, and infrastructures, as well as deep industry understanding, EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 companies, to transform information into actionable strategies and tangible business results.

CONTACT US

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