

imus is an independent consultancy specialising in Knowledge Based Solutions (KBS). The comprehensive management of knowledge within an organisation is our core business. **imus** is independent of any software or hardware suppliers and our advice is focussed on the best solution for our clients. We have accumulated a wealth of evolving business knowledge from our experience of working on diverse issues in various industries and are experienced in translating this experience into tangible benefits for your company.

The success of a project can only be measured by its integration within an organisation, whereby the technology is adopted by the organisational culture and thus becomes part of the everyday business process. Similarly, a successful technical implementation does not necessarily denote a successful Knowledge based project.

The **imus Health Check and Audit** process will enable you to identify how effective your existing solution and infrastructure is by investigating:

- **Your Solution Strategy in order to identify:**
 - How you can offer more value to your clients and give your clients more of what they want
 - What information you need to become more customer centric- this includes both internal and external customers
 - Determine whether the solution implemented has been effectively deployed
 - Determine what aspects of the current solution could be better utilised
 - Ensure the effective implementation of the solution's on-going deployment
 - Identify that the expected benefits have been realised
 - Linking the implementation's benefits to your strategic business objectives

- **Whether you have the relevant infrastructure in place and how your vision fits in with:**
 - Your current IT infrastructure
 - Recently purchased solutions and leveraging their full value
 - Security
 - Future development

- **If your business has the optimum IT and Personnel infrastructure**
 - What unique challenges has or will KBS present to your organisation
 - What professional skills will your organisation need to fully exploit KBS
 - How will your business need to change to fully embrace KBS

The result of the **Health Check Audit** will be presented in a report detailing all the findings with recommendations that include:

1. Environmental Analysis focusing on the environmental aspects of the evaluated KBS initiative within your firm, addressing:
 - Hardware Architecture
 - Document, Application, Mail, Printer, Database servers as well as workstations
 - Network & Infrastructure analysing:
 - Current Infrastructure such as type of networks, hardware used at each location to host the current configuration
 - Internet/Intranet/Extranet Security, access, capacity
 - Fail Over/Backup Architecture
 - Voice calls network
 - Infrastructure maintenance schedules
 - Traffic analysis for current infrastructure for each location and to desktop
 - Backbone architecture and its capacity, internally and externally
 - Current Software Applications Solution, including any customisation or configuration that has been carried out:
 - Operating Systems, Databases, Office Applications (including mail and forms)
 - Document Management, Knowledge Management, Record Management and Workflow Solutions
 - Practice, Case and Contact Management Solutions
 - Collaborative and Portal Solutions
 - ERP, CRM, Business Intelligence
2. Organisational Analysis that focuses on the softer, humanistic aspects of the Knowledge Based Solutions initiatives that exist. This will include addressing areas such as:
 - The management of Process modifications
 - The management of Cultural issues
 - Change Management and the Knowledge Initiative
 - Programme Management
 - Strategy for Short/Medium/Long Terms

The final part of the Health Check Audit provides a comprehensive analysis of the findings. It will weigh the environmental aspects along with the organisational considerations to identify areas where the initiative has been successful and areas where further attention should be focussed

3. Recommendations

Recommendations will be made on how to ensure the KBS can be made more effective in order to achieve your defined business objectives. The report will make recommendations on:

- Environmental Changes, such as:
 - Software Specifications
 - Hardware Requirements and Specifications
 - Network Topology Options
 - Test Plans

- Organisational Changes, such as:
 - Process Management
 - Change Management
 - Cultural Issues
 - Training
 - Review

The report will also identify:

- The future potential and limitations of the existing solution
- Internal and external dependencies
- User requirements, concerns and any possible resistance and the reason
- Risk associated with the project and the steps to take to manage those risks

For further information please contact us on:

imus

Parkshot House,
5 Kew Road
Richmond Surrey
Tw9 2pr
T 020 8334 8039
F 020 8334 8100
E enquiry@imus.co.uk
W www.imus.co.uk