

**GE Information Services**



**Marketing &  
Sales**



**Purchasing/  
Supplier**



**Logistics  
Management**



**Financial  
Services**

**BUSINESS PRODUCTIVITY  
SOLUTIONS**

**via**

***ACTION Consulting***

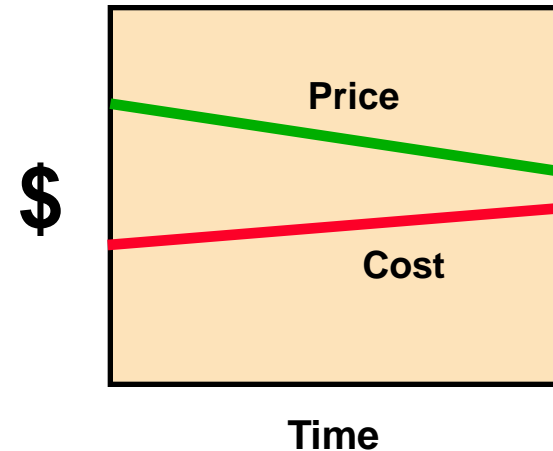
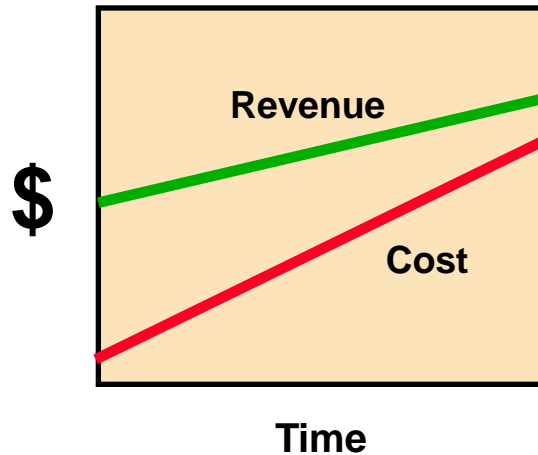




*Business are driven to increase customer satisfaction, productivity and market value.*

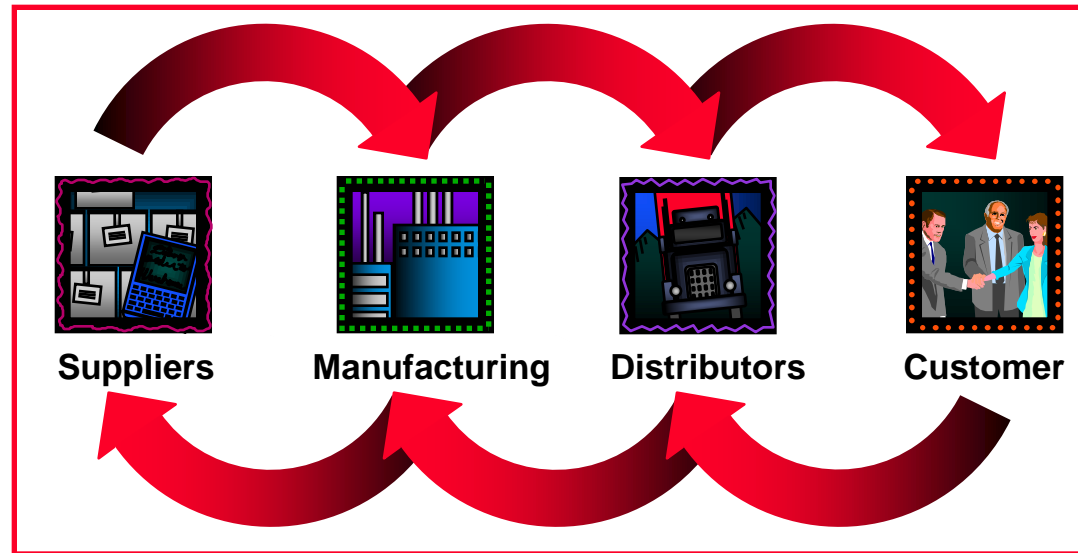


Lack of productivity and increased competition results in shrinking margins



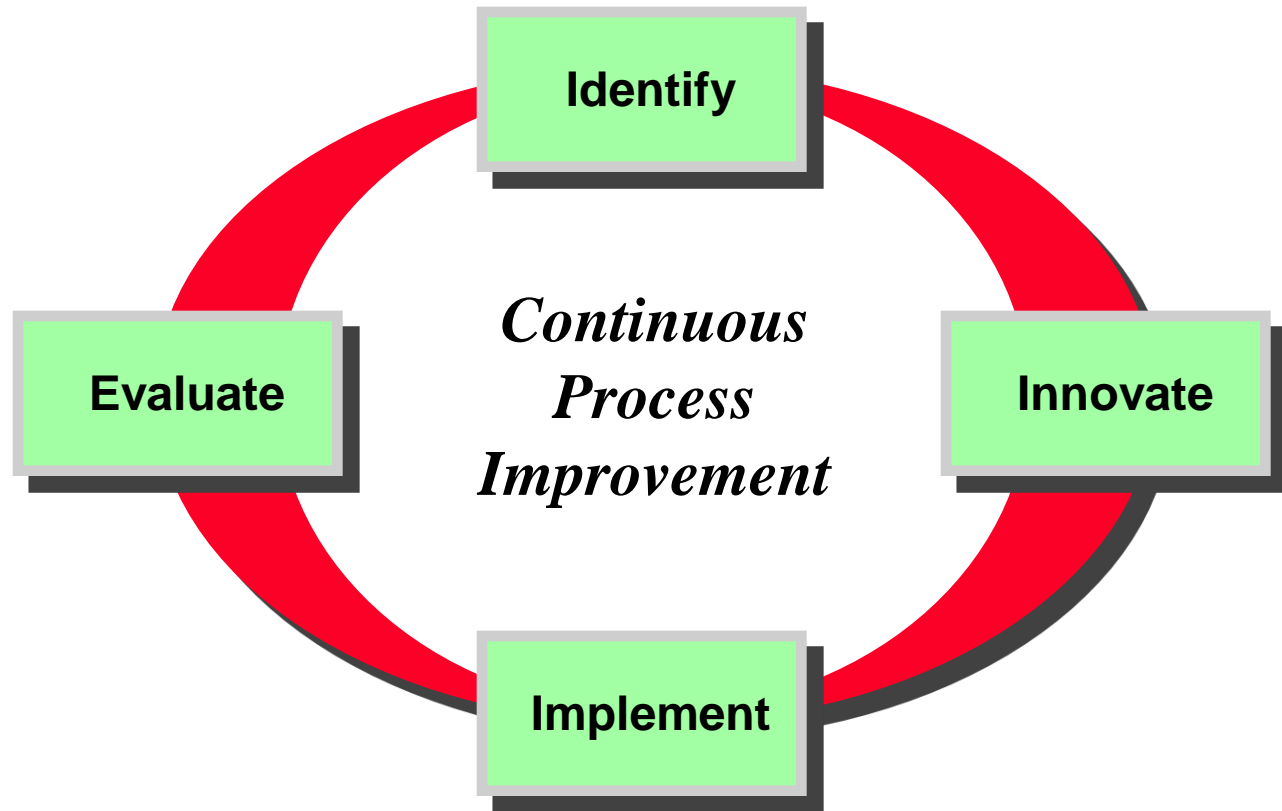
Change before you have to...  
or get eaten by the "Jaws of Death"





Leading companies change their supply chain processes to achieve higher levels of productivity, growth and customer satisfaction.





The challenge is to make radical changes fast enough to be the leader in your marketplace.

*The Challenge*



**“..experts have identified two key reengineering objections. First, agencies are concerned with the time it takes to identify improvement opportunities. And second, they have become disaffected with reengineering projects that point to opportunities but lack a clear road map of how to exploit them. ”**

***Article: Striking it rich:  
FEDERAL COMPUTER WEEK - April 24,1995***

**“People are fed up with advice without the ability to implement.”**

**Larry Mendenhall,  
VP of Business Process Reengineering  
PRC Inc., McLean, VA.**



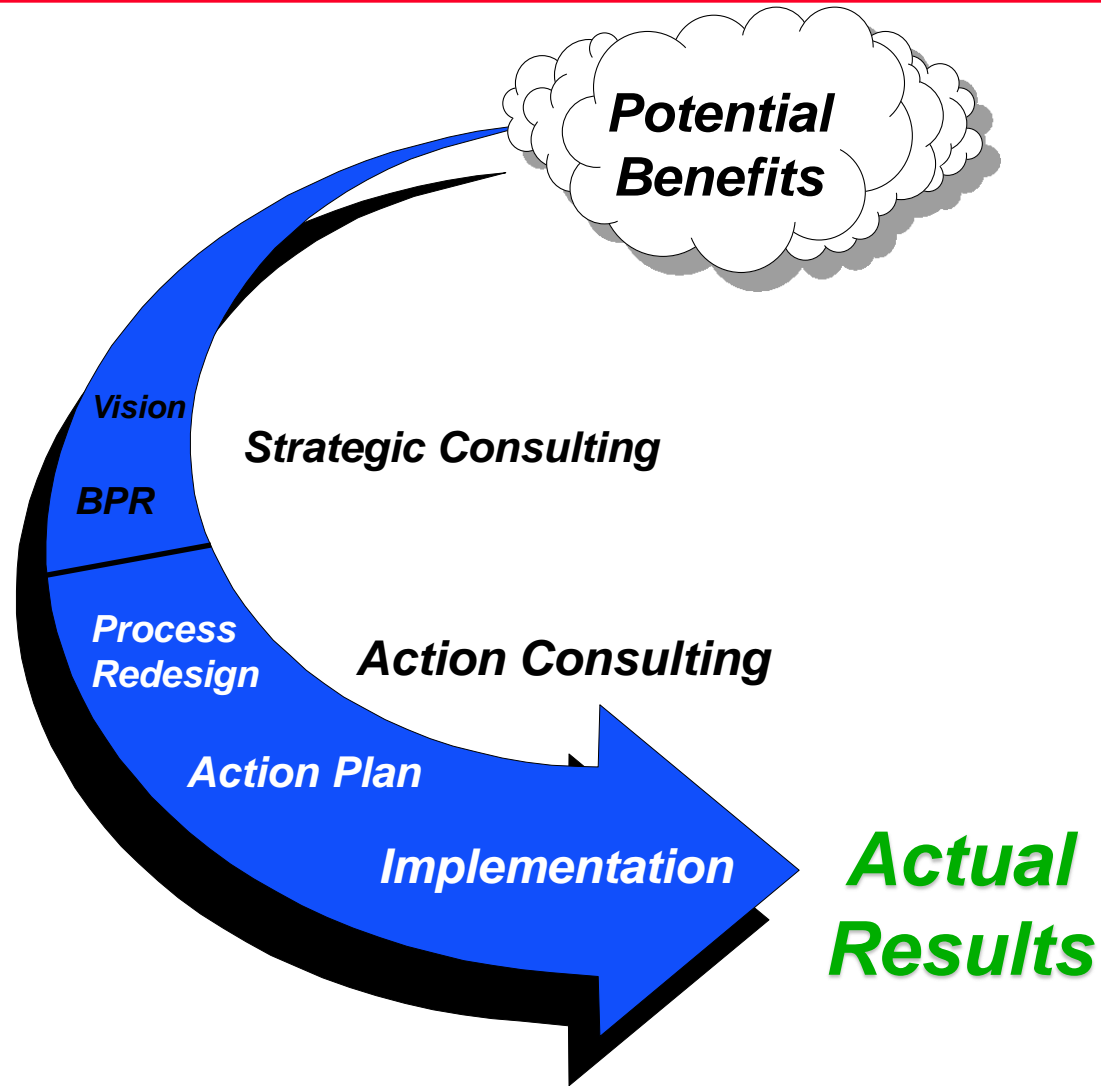
- Unique Action Consulting methodology
- Experienced business process consultants
- 30+ years of electronic commerce experience
- GE Best Practices

*GE Information Services is the global leader in providing business productivity solutions.*

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***GE Can Help You Eliminate Those Reengineering Issues***





**AC Accelerates Process Improvement Benefits**





- **Achieve process improvement goals without necessarily re-engineering your entire company**
- **Accelerate and increase the productivity benefits of any ongoing re-engineering initiative**
- **Dramatically improve your productivity and client satisfaction**
- **Realize benefits very quickly provided there is management ownership and commitment**

***Action Consulting can help you realize process improvement benefits faster!***

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***With Action Consulting You Can:***



**“With Action Workout...GE has accomplished more in two days than our Big Six consulting firm did in nine months!”**

**Jim Olsen  
VP, Materials Management  
Columbia/HCA**



**Need:**

- Reduce procurement costs
- Distribute contract information globally
- Take days out of contract distribution cycle



**Solution:**

- 2-day Focus Workout to identify high impact areas
- 30-day Action Workout to detail specific changes and cost/benefits
- Electronic messaging for headquarters, hospital and vendor communications
- Bulletin boards and databases for sharing pricing and contract information



**Result:**

**\$10M Savings  
in Purchased Goods**

**Reduced Cycle  
Time  
60%**

**Improved Internal  
and Vendor  
Communications**

**90% Reduction  
in Labor Time**

**Dramatically  
Increased  
Productivity**



- **For more case studies, check Infotalk:**
  - GEIS Products & Services/Business Productivity Solutions/Case Studies
- **Still working on other success stories, including:**
  - Goodyear (Manufacturing In-bound logistics)
  - CSAV (Ocean Transportation)
  - Maveric (Pipe and tubing supplier QR Program)
  - Meijer (Retailer QR Program)
  - Skyway (Logistics)

**WORK IN PROGRESS**

IDENTIFY

“ your EC-based business process needs.”

FOCUS

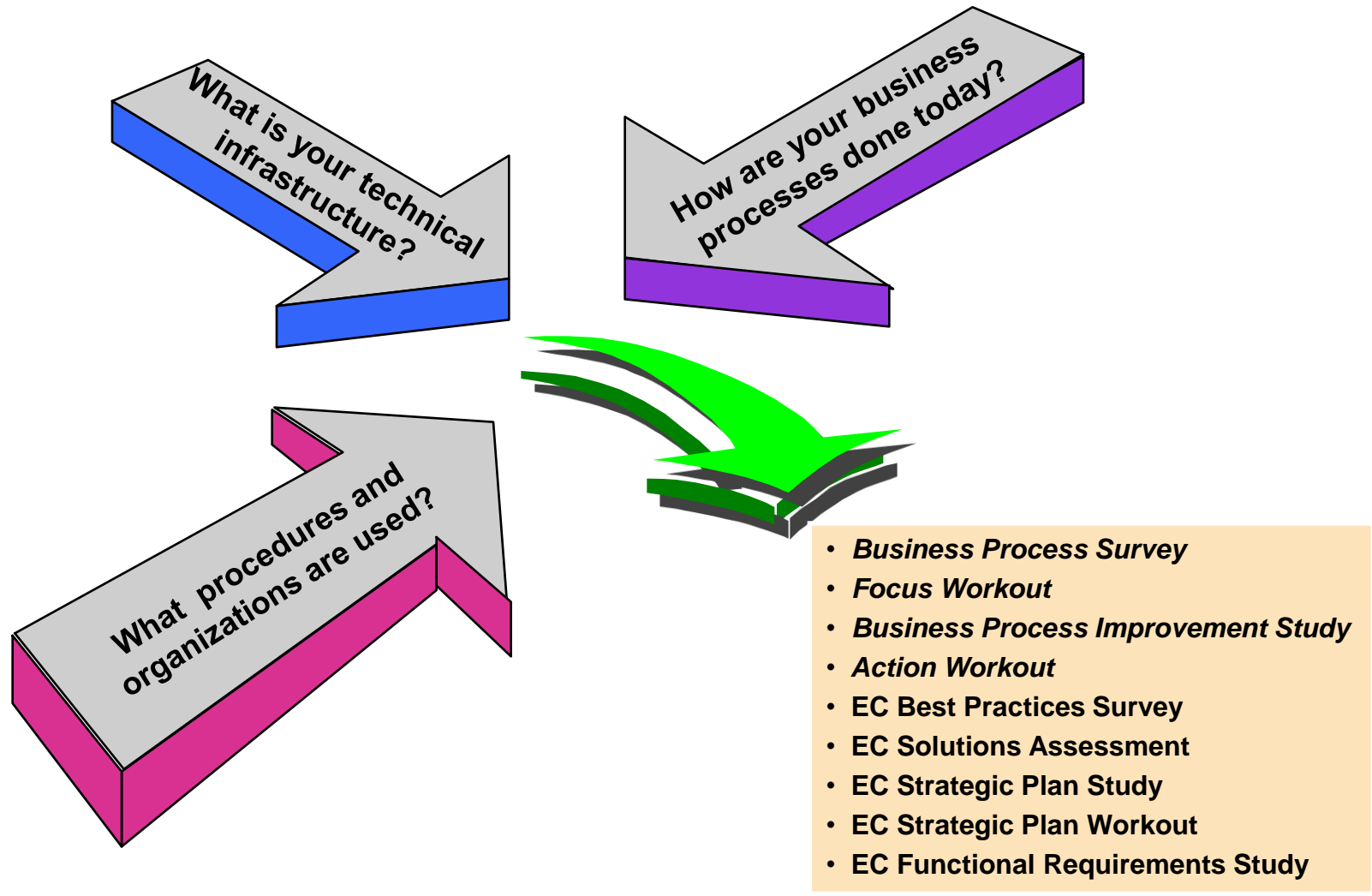
“ on the process improvements which have the quickest and highest impact on your productivity and cycle time.”

ACT

“ on the chosen process to achieve specific improvements via EC-based solutions.”

*A powerful, three-step methodology to quickly and effectively Identify, Focus and Act upon EC-based supply chain process improvements.*





***A Family of Techniques to Meet Your Needs***





- Possess at least 10 years of experience in designing and implementing electronic commerce-based business productivity solutions
- Demonstrate expertise in purchasing, logistics and marketing and sales productivity within specific industries
- Create effective solutions by drawing on GEIS electronic commerce experts and the wealth of resources within GE



- **Speed**
  - Applies techniques to drive short duration studies
  - Leverages existing corporate investments
- **Ownership**
  - Solidifies management buy-in and ownership
  - Builds process owner/doer buy-in and ownership
- **Effective Action**
  - Focuses on the highest impact improvements
  - Provides well-defined solution recommendations that can be implemented quickly





Revenue  
\$



Stock Price  
\$



Earnings  
/Share  
\$



Market Value  
\$



Costs  
\$

*To Help You Achieve...*



- **The specific recommendation will be determined by where you are in the sales cycle.**
- **For example...**
  - If the sales team has already gathered enough information to determine the type of study needed, then the recommendation would be to conduct that study. A slide for each of the 4 common study types follows.
  - If you have not determined the study type, then the recommendation would be to move ahead to gather the necessary information, soliciting management support in that effort.



- **Determines whether you have a business process which could be improved via Business Productivity Solutions**
- **Involves a cross-functional group of high-level management**
- **Confirms understanding of business goals, direction, issues, priorities, constraints, critical success factors**
- **Identifies specific function/process areas that can be improved via Electronic Commerce solutions**
- **Provides very high-level process relationship maps and very preliminary potential benefits and objectives for process improvements**



- **Identify and prioritize process improvement opportunities with the highest/quickest business impact**
- **Involves a cross-functional group of middle or high-level management (process owners)**
- **Provides relationship maps of business processes analyzed**
- **Provides high-level productivity impact and cost/benefit analysis for specific areas**
- **Provides recommendations on improvement priorities and an action plan for next steps**



- **Identifies and prioritizes process improvement opportunities with the highest/quickest business impact**
- **Involves more traditional one-on-one interview approach with middle or high-level management (process owners)**
- **Provides a detailed process map of current and improved process, together with identification of issues/obstacles**
- **Describes cost/benefit analysis for each process improvement recommendation**
- **Includes a proposal for a GEIS productivity solution, if requested**



- **Details an action plan for implementing specific process or sub-process improvements using electronic commerce**
- **Involves an intensive, cross-functional facilitated group activity involving process doers and some process owners**
- **Provides a detailed process map of current and improved process along with quick identification of issues/obstacles**
- **Details quantitative cost/benefit analysis for process improvement recommendations**
- **Provides a vehicle for quick management feedback and includes a proposal for a GEIS productivity solution, if requested**





**Thank you!**

