

Make your information work for you



Avanade® Information Management
and Collaboration™ Services

Despite budgetary constraints, information management solutions are top priorities for CIOs around the world. Gartner reports that business intelligence, mobility and communications, Web 2.0 and data/document management and storage are among the top 10 focus areas.*

Avanade Information Management and Collaboration covers them all.

*Gartner, "Gartner EXP Worldwide Survey of Nearly 1,600 CIOs Shows IT Budgets in 2010 to be at 2005 Levels," January 2010, <http://www.gartner.com/it/page.jsp?id=1283413>



Transform your data, empower your people

Knowledge is power. Chances are, you have plenty of knowledge to be tapped in your organization. It's found in hard data, strategic viewpoints and market trends. It's even found in people and the ways in which they interact. But your people and data can only become truly powerful when it is easy to maximize those connections. Furthermore, to drive performance and agility, the information at hand needs to be useful, relevant and always accessible. Avanade Information Management and Collaboration services can help.

Manage information like a strategic asset

There's more data than ever, and it ranges from structured content to unstructured data. Yet where is it located? How do people find it? Most importantly, how effectively is it being used? The first step to turning data and knowledge into actionable wisdom is formalizing the methods by which you view and manage the information so that you can treat it as a real strategic asset.

Avanade can help you deploy a well-designed, flexible IT architecture so you can capture, store, maintain and integrate data over its life cycle. Then, with the appropriate standards, guidelines, frameworks and procedures in place, you're able to take the next step, whether it's building large-scale data warehouses, optimizing architectures, managing master data and metadata or addressing governance requirements.

Our comprehensive line of information management and collaboration services includes:

- **Information Architecture.** Reduce the complexity and cost of structuring and managing information.
- **Business Intelligence.** Speed delivery of relevant, accurate and actionable information to the point of impact and reduce the cost of information access.
- **Enterprise Collaboration.** Increase efficiency and resolve problems faster by identifying expertise, extending institutional knowledge and enabling interaction between people.
- **Enterprise Content Management.** Simplify and automate content management tasks to reduce redundant information and cut information storage and management costs.
- **Enterprise Search.** Reduce the amount of time that people spend locating information they need to complete tasks, close sales and satisfy customers.

A scalable, cost-effective solution

An international consumer goods manufacturer with headquarters in Germany had three business units with unique production costs and volume planning requirements. Even though each unit had a different business model for security, consolidations and calculations, the company needed robust data analysis across them all. Avanade created generic components as required and extended the other components to meet each unit's specific needs. Then, data was analyzed across them all by consolidating it and enabling access to it from the Microsoft user tool suite.

Connect people to knowledge

True business agility requires two things. The first is ready access to information. The second is communication and collaboration strategies that equip people to turn that information into something more. Far too often, technology is viewed as one thing and people as another. In our view, the most effective workplace technologies combine the two.

Our approach is simple, yet effective. We use an integrated, holistic approach to designing and implementing information management and collaboration solutions. Then we help you create a blueprint that blends repeatable best practices, integrated processes and intelligent technology solutions that fuel collaboration.

As part of this process, we consider many elements, including how your people like to work and an infrastructure that supports when and where they interact. The result is a new foundation that connects people to knowledge so that you can improve productivity and build customer connections.

Leverage our expertise

Using our proven methodologies and assets, we can help you design and deploy an effective information architecture for your organization. Our enterprise-ready options set a clear strategy to support your unique priorities, goals and pressing imperatives, which in turn lowers risks and provides quick and positive returns. By enabling your employees to interact quickly with line-of-business systems, colleagues, partners and customers via their preferred method, you'll empower your people for enhanced performance.

With Avanade, you'll also be able to take advantage of emerging technologies. For instance, the Avanade® Expert Source™ solution—one component of our Enterprise Collaboration services—enables you to tap into social networks to find and act on subject matter experts' knowledge. That way, you can make better decisions and improve customer service.

Best yet, you'll get all this in a completely scalable model that increases operational efficiency and drives down the overall costs of managing data. If you have large investments in systems that produce mountains of data, our technology experience and deep industry expertise can help you bring together disparate sources of information and integrate those systems so you gain the full value of your existing knowledge assets.

Insight

- Each Avanade solution reflects the collective experience of our global network of consultants, real-world feedback from customers and collaboration with our partners—Accenture and Microsoft.
- Our unique connections to Accenture and Microsoft provide a powerful combination of business, industry and technology insights that will help you realize business success.

Innovations

- Avanade assets and re-usable delivery tools, such as Avanade Connected Architectures® and Avanade Connected Methods, help reduce risk, fast-track deployment and cut costs.
- By enabling customers to evolve and adopt new game-changing technologies—like virtualization, cloud computing and Software as a Service—our solutions optimize IT environments with a view to the future.

Expertise

- Our consultants hold one of the highest concentrations of Microsoft expertise in the world, maintaining the most Microsoft certifications per employee than anyone else in the marketplace.
- Our expertise spans the entire Microsoft platform, allowing us to deliver comprehensive solutions that benefit your IT department, business divisions and workforce.
- Our global delivery network links onshore, offshore and nearshore capabilities, providing the right skills, at the right cost, in the right location.

Results Realized

Avanade provides business technology services that connect insight, innovation and expertise in Microsoft® technologies to help you realize results.



Avanade services help you improve your IT efficiency and performance while reducing costs. Our services extend the value of Microsoft products and are tailored to meet your specific needs.

Application Development

Derive the most value from mission-critical applications by partnering with our Microsoft® .NET technology experts to rapidly and cost-effectively develop new, extensible applications, using the .NET Framework. Gain a competitive advantage in the market by connecting disparate systems and processes with a unifying architecture, reducing costs while increasing functionality, transparency, efficiency and agility.

Customer Relationship Management

Built on Microsoft Dynamics® CRM, Avanade CRM services can be hosted or on premise and offer an integrated, comprehensive view into customer behavior that helps you deliver better customer service, improve sales and strengthen vital business relationships.

Enterprise Resource Planning

Avanade ERP services are built on Microsoft Dynamics® AX, and integrate with your heterogeneous IT environment to connect partners, customers, and employees. With fully-tested, preassembled code and industry-specific services, you'll get more value out of your ERP project faster and more cost-effectively.

Information Management and Collaboration

Uncover the strategic advantages contained in your company data and help your employees access and share that information more efficiently. Improve your productivity with web-based content and document management. Cost-effective, easily integrated and scalable, our Information Management and Collaboration services help you turn data into action with insight into your customers, supply chain, operations, financial health and more.

Outsourcing

Lower the total cost of ownership by contracting Avanade to manage your Microsoft applications and infrastructure under a service level-based agreement. Avanade Outsourcing also includes a range of cloud-based services in which you pay only for the services you use. You'll get the same applications you're already using, but at a fraction of the cost.

Technology Infrastructure

Avanade Technology Infrastructure services help create dynamic infrastructures that are efficient, scalable and extremely flexible. From the datacenter to the desktop, our services are designed to help you unleash new levels of performance, at lower cost.



About Avanade

Avanade provides business technology services that connect insight, innovation and expertise in Microsoft® technologies to help customers realize results. Avanade's services and solutions help improve performance, productivity and sales for organizations in all industries. The company applies Microsoft expertise from its global network of consultants, drawing on the right mix of onshore, offshore and nearshore skills, which together are designed to help deliver results faster, at lower cost and with less risk. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture and Microsoft Corporation and serves customers in more than 20 countries worldwide with 9,700 professionals. Additional information can be found at www.avanade.com.

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