



## **CMC Quality Assurance Review Experience**

**Combined Management Consultants (CMC) is a quality independent ERP, Project Management, Business and IT Consulting organisation.**

CMC has over 29 years experience in providing Strategic ERP Consulting and Project Management Services to over 100 organisations across a range of industries including Distribution, Manufacturing, Warehouse Management, Supply Chain, Retail, Telecommunications, Finance and Government.

Having helped determine the needs of our clients, the goal of each and every member of our team of strategic consultants, project managers and systems professionals, is to deliver results and complete projects on time and on budget. The consistent achievement of this objective has made us a valued partner to our clients as well as many leading Professional Services and IT organisations.

CMC utilises an internal QA Review process for all our client engagements from Project Feasibility Assessment through to Post Implementation Review. In addition, a number of CMC directors and consultants have experience in ITIL Service Delivery framework implementation and have provided consulting services in this area to both private and public sector organisations.

### ***High Value Professional Services***

The foundation of our portfolio of skills is Strategic ERP Consulting and Project Management expertise.

We specialise in:

- **Strategic ERP Planning and Advice**
- **Vendor and System Evaluation and Selection**
- **Business Process Analysis and Requirements Definition**
- **Program and Project Management**
- **Tender Management and Vendor Facilitation**
- **Change Management, Transition and Training**
- **Test Management and Testing Methodology**
- **Quality Assurance Reviews**
- **Independent Steering Committee Representation**
- **Business Case Development**
- **Supply Chain and Distribution Consulting**
- **Networks and Infrastructure**

### ***Our Clients***

Our clients are leading names across the spectrum of industry, commerce and the public sector. CMC is able to demonstrate a successful track record with all our clients. Our independence and unique set of capabilities makes us an ideal choice as a long term business partner.



Some of the clients where we have completed QA Review assignments are:

- AAMI
- A.H. Beard
- Blackmores
- Bradnam Group
- Caltex
- Cerebos
- Dairy Farmers
- Gazal Apparel
- Fantastic Holdings
- Ferrier Hodgson
- Lynch Group
- Manassen Foods
- NRMA
- Retravision
- Sandvik Mining
- Sapphire Aluminium
- Simms International
- Suncorp / GIO
- Techtronic Industries
- Telstra



### QA Review Experience

- ✓ CMC are licensed users of the APT Project Management Methodology. This, together with the extensive experience of our highly qualified consultants provides an excellent foundation for all IT and Business Project Reviews and Quality Assurance engagements.
- ✓ CMC developed a System Development Lifecycle Methodology for **Telstra Payphone Services IT Group**. This project involved selecting the most appropriate elements from methodologies such as Prince/2, Method/1 and others that were licensed to Telstra at the time, in order to form a pragmatic lifecycle standard for all subsequent projects.
- ✓ CMC held the role of IBM GSA Project Director for a group of projects in 1999 – 2000 relating to the preparation and delivery of **Dairy Farmers IT** systems for the deregulation of the milk industry in NSW and QLD. CMC was required to QA all deliverables produced by the program to the standards required by the IBM GSA methodology, Accenture (who were deploying SAP as a parallel project) and Dairy Farmers internal Business and IT standards.  
This role encompassed projects ranging from data warehouse design through to design and development of PC based solutions for route management as well as the deployment and implementation of systems for all distribution centres within NSW and QLD.
- ✓ As Program Manager for a group of 9 projects resulting from the merger of CE Heath and CIC Insurances to form **HIH Winterthur**. CMC was required to quality assure and provide direction to the 9 Project Managers reporting to CMC for these projects.  
The projects included the design of desktop and server configurations, design of Lotus Notes infrastructure and architectures, implementation of technologies such as video conferencing and Tivoli Enterprise Management, as well as the creation of custom solutions for various business issues, some of which required the design of small to medium sized databases and applications.

CMC worked for EDS Management Consulting. The project went for 18 months and had a budget of \$7 million. The rigorous standards of Quality Assurance of the HIH IT Group, combined with the standards defined by EDS Management Consulting (later absorbed into AT Kearney Consulting) were the guiding principles for this assignment. It should be noted that this original engagement at HIH was as the Application Architect for the emerging HIH business during the pre-merger and merger processes.

- ✓ As Project Director for **Deloitte Consulting** managing the implementation of a PeopleSoft solution for Metcash Trading, CMC was responsible for a team of up to 60 personnel (a combination of client staff, contractors and Deloitte Consulting resources).

CMC had a number of Project Managers reporting to us and we were the primary QA point for deliverables prior to submission to the client for approval. The Project Scope included design of integration strategies between a packaged warehouse management system and the PeopleSoft application, data modelling of additional elements required to support the PeopleSoft deployment and the functional analysis and design of the configuration to be deployed at Metcash.

*"Our company engaged a Senior Project Manager from CMC for our HR and Payroll Upgrade Project. Our project was perceived to be quite challenging, however, CMC's consultant was very capable with the relevant industry and technical skills that made a difference.*

*All of CMC's consultants are backed up by senior professionals who QA all deliverables and ensure that the project is delivered on time and to budget.*

*We will continue to utilise CMC's professional services for future phases of the project".*

**John Forbes**  
Financial Systems Manager  
Pacific National



The project encompassed a number of aspects from technical design through to an extensive Change Management program, all of which were conducted according to the Deloitte Consulting implementation methodology.

CMC worked in close consultation with the IT Audit management and the Business Executives to ensure that the quality of the delivered solution and the design documentation were of an appropriate standard.

- ✓ At **Telstra Payphone Services**, CMC was responsible for a number of projects as Project Manager including:  
The design and development management of the system to manage order capture through to financial reporting for the Phonecard System. This involved the development of a bespoke application under my direction as well as integration to Oracle Financial modules at the back end.
- ✓ All deliverables were quality assured by the Telstra Project Office group in accordance with organisational standards.  
Responsibility for the development of a System Development Life Cycle methodology for the IT group.  
This involved distilling a standard toolset necessary to support the entire development lifecycle process. The toolset ranged from database modeling and CASE tools, through to project execution and control tools.
- ✓ CMC was also responsible for the review and QA of **NRMA's** Analytics/CRM Project. CMC reviewed the Project Management Plan, Requirements Document, Database Schema Design and Testing Strategy.
- ✓ CMC held the role of Independent Strategic Advisor for **Fantastic Holdings** ERP and POS Evaluation and Selection Project. CMC was also responsible for preparing a Strategic Information Systems Plan (SISP) and for the QA Review of Supply Chain and IT initiatives that were being implemented by the company.



- ✓ CMC was engaged by **Simms International** to site on the Steering Committee for the Portfolio of Projects that were being implemented throughout the business.

### ***CMC's Corporate Philosophy***

CMC has a strong commitment to producing quality, timely deliverables and to ensuring that experience gained during project life cycles is transferred to our client's personnel.

Where possible, we recommend that your staff work alongside CMC's project team to ensure that expertise gained is retained within your organisation and project goals, business outcomes and self sufficiency are realised at the earliest opportunity.

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**Combined Management Consultants**

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