



## CMC Company Overview

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

CMC has been in business since 1980 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 IT and Professional Services organisations.

CMC utilises an internal QA and 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.

### *Key Areas of Expertise*

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

We specialise in:

- **Strategic ERP Planning and Advice**
- **Program and Project Management**
- **Vendor and System Evaluation and Selection**
- **Business Process Analysis and Requirements Definition**
- **Tender and Vendor Management**
- **Change Management, Transition and Training**
- **Test Management and Testing Methodology**
- **Supply Chain and Distribution Consulting**
- **Warehouse Management Strategy and Design**
- **Sales and Operations Planning (S&OP)**
- **Quality Assurance Reviews**
- **Independent Steering Committee Representation**
- **Business Case Development**
- **Networks and Infrastructure**



### *Professional Consulting Services*

These major areas of expertise provide the foundation for our service offering. We offer the most value to organisations in the areas of:

- **ERP and Information Systems Strategic Planning**  
Definition of ERP and Information System Strategic Plans focused on the preservation of existing investments in technology and the guidance in project portfolio prioritisation.
- **Program / Project Management**  
Management of large and medium sized ERP, Business and IT projects including the implementation of packaged or custom built solutions.



### Professional Consulting Services

- **Vendor and System Evaluation and Selection –** ERP, WMS, POS, BI, SFA and CRM Business Process Analysis, Scenario Development, Requirements Documentation, Preparation of Request for Proposal (RFP), assessment of responses and guidance through the Vendor presentations, selection, due diligence and subsequent project implementation.
  - **Business Process Analysis and Requirements Definition**  
Documentation of business processes, critical business scenarios, modelling and solution design.
  - **Test Management and Testing Methodology**  
CMC has developed its own Collaborative Risk Based Testing (CRBT) Methodology, which ensures that quality business and technology solutions are delivered in the shortest possible time frame.
  - **Program Management Office (PMO) Definition and Implementation**  
Establishing appropriate templates, standards, processes and support for the Project Office requirements of clients and client projects. Mentoring, guidance and role definition are central to this element.
  - **Quality Assurance and Post Implementation Reviews (PIR)**  
QA of project deliverables and objective review sessions with executive managers, project managers, developers, implementation and user teams. Includes documenting issues surrounding project delivery, verifying business case projections and formulating recommendations.
  - **Vendor and Tender Management**  
Provision of specialist services in the management of external service providers, establishment of Service Level Agreements (SLA) and commercial due diligence and negotiations.
  - **Consulting to Firms**  
Firms such as KPMG (now BearingPoint), Ernst & Young (now CapGemini), Deloitte Consulting, Oracle, IBM GSA, Supply Chain Consulting (now Fujitsu), Acumen Alliance (now Oakton) and others have utilised CMC consultants as their own “staff” on projects.
  - **Management of Large Infrastructure Projects**  
Design and rollout of standardised desktop and server architectures and deployment of Network Management Solutions.
  - **IT Service Delivery**  
Assistance and guidance in the use of the ITIL Framework for IT Support teams.
  - **Project and IT Audits**  
Independent QA of project deliverables as well as Post Implementation Reviews (PIR’s) are central themes to CMC’s service offering.
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- **Business Case and Business Benefits Realisation Strategy Development**  
Development of business cases to support the evaluation and assessment of systems and to assist in understanding the ROI and NPV of solutions to be purchased. Business Benefits Realisation is also a valuable tool for monitoring and tracking the benefits to be realised by the project.
  - **Change Management, Transition and Training**  
Assisting organisations with the challenges associated with ERP and technology implementations and the significant change such solutions can bring to the business and its people. Facilitation and negotiation as well as mentoring and skills transfer to client staff to gain early self sufficiency.



## 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.

## Proven Solutions

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.

### Supply Chain, Distribution and Manufacturing

- A.H. Beard
- Aluminium Specialties Group (ALSPEC)
- Blackmores
- Border Expres
- Bradnam Group
- Bushs Pet Foods
- Caltex
- Cantarella Bros
- CEA Technologies
- Cerebos
- Cochlear
- Dairy Farmers
- Gazal Apparel
- G. James Australia
- GraysOnline
- Hagemeyer Brands
- Hardex / Mitre 10
- Lynch Group
- Manassen Foods
- Maralow
- Mayne Consumer
- Metcash – Deloitte Consulting
- Pace Farm
- Pernod Ricard Pacific – Orlando Wyndham

*"The CMC team has both the intuition and skill to identify the right project management resource to fit client tasks and business cultural needs.*

*Through access to a pool of highly talented individuals, a strong outcomes ethic and well developed and insightful review processes, they represent both a key resource and a powerful business partner, especially when the project going gets tough".*

**Bruce Cooper**  
Chief Financial Officer  
Bradnam Group

- Plastral
- Poulos Bros
- Sapphire Aluminium Industries
- Simms International
- Stegbar
- Stylecraft Furniture
- Techtronic Industries (Ryobi)
- Telstra

### Retail

- Fantastic Holdings
- Hardex / Mitre 10
- OPSM
- Retravisio
- Sydney University Union



## Combined Management Consultants

### Mining, Engineering and Property

- AUSTA Electric – Ernst & Young
- Byvan Properties
- David Brown Gear Industries
- Downer EDI Mining
- Eastern Portable Buildings
- Pacific National
- Queensland Energy Resources (QER)
- Sandvik Mining and Construction
- Servcorp – JD Edwards
- Stocklands – JD Edwards

### Telecommunications

- AAPT
- Hutchison Telecom
- Optus (4 Divisions)
- Optus Satellite
- Ozemail / Interline / UUNet
- Telstra Payphone Services

### Banking, Insurance and Financial Services

- AAMI
- Deloitte Consulting - Major Australian Bank
- Ferrier Hodgson
- HIH Winterthur – EDS A.T. Kearney
- ING Administration
- Macquarie Bank
- NRMA
- Suncorp / GIO

### Government, Public Sector and Health

- Agfa-Gevaert
- Australian Broadcasting Corporation
- Cerner
- Department of Parliamentary Reporting Staff
- Environmental Protection Authority (EPA)



- Health Insurance Commission (HIC)
- NSW Department of Housing
- NSW Health – Peak Purchasing Council

### Professional Services and IT

- AGL – IBM GSA
- Association of Independent Schools of NSW
- Australian Computer Society
- Baycorp Advantage
- Callidus Software
- Ernst & Young
- IBM Global Services (IBM GSA)
- KPMG Peat Marwick
- Oracle Australia

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