


Improve IT Value Chain



Strategic Intent into

We help you close the **How TO** gap
(Translate, Define, Develop and Exploit)

Portfolio of Capabilities

Abstract:

QRS Architects and Program Managers have extensive experience and are specifically hired for their unique understanding of both business and IT.

Our approach incorporates an efficient, comprehensive understanding of the organisational dynamic:

- The Business Model that serves the customers
- The Performance Model that monitors results
- The Financial Model that computes net returns
- The Information Model that describes core business data
- The IT Service Model that delivers the IT capability

We accelerate executive decision making through a unique, iterative approach to requirements and solution development.

We help build and communicate vision and purpose, based on decades of cross industry experience.

We are responsible for project quality and fit-for-purpose, and for ongoing value recovery through the exploitation of the capabilities that we help build.

We replace the need for our clients to engage with multiple consulting firms or with large consulting teams.

Our engagements are of consistent quality and duration due to our investment in reusable engagement templates and deliverables.

Document Contains

- QRS Services
- Case Studies
- Health Care
- Bio Pharma
- Banking
- Insurance

QRS, a boutique firm and an active contributor to The Open Group, PMI, ISACA and HiMSS. We provide **Thought Leadership** and help develop **Best Practices** to ensure **Information Management Assets** are fully exploited.

What we do?

QRS Staff

- Enterprise Architects, Program Managers and Governance Specialists: TOGAF, PMI, CoBIT and CGEIT
- Unified Communication Specialists: Cisco and Microsoft Certified Engineers
- Health Care Systems and Informatics: extensive experience with leading EMR solutions and Informatics expertise
- Our Reach: through strategic partnerships and business alliances, QRS team is able to reach

Educate and Mentor

- Develop Capabilities to exploit business Value through IT – TOGAF, CoBIT, ValIT, Strategic Planning and Project Management
- Help map your Strategic Intent into Portfolio of Information capabilities
- Create end to end value generation process and governance based on industry best practices
- How to manage and exploit the repository of Enterprise Capabilities

Execute and Exploit

- Architect a Roadmap and Define Business Case for each Capability
- Continuously re-align the architecture to the changing opportunity and govern the capability development process – guide your programs and projects implementation
- Work with your Business and IT resources to exploit your Information Capabilities

Engineered Solutions

- Portfolio and Program Management in 1999
- Production/3 in 2002 (Manufacturing Execution System)
- Health and Safety in 2004
- PPM to enable Collaboration and Continuous Improvement in 2005
- Electronic Fund Transfer in 2005
- RFID – track product throughout its life cycle – 2007
- **Clinical Message 2009 – extend Unified Communication for Health Care**



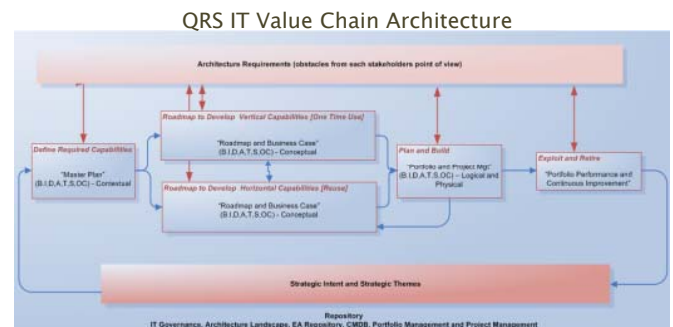
Build
**Foundation for
 Business Strategy
 Execution**
 One Project at a Time

Partial List of Clients
 in Health Care

- University Health Network, Toronto, Ontario Canada.
- University of California, San Francisco Medical Centres
- Ameri Health, Philadelphia, PA, US
- Blue Cross, Philadelphia, PA, US
- Samsung Medical Center, Seoul, S Korea
- Sunnybrook Health Sciences Centre, North York, Ontario, Canada
- Health Ontario, Kingston, Ontario, Canada

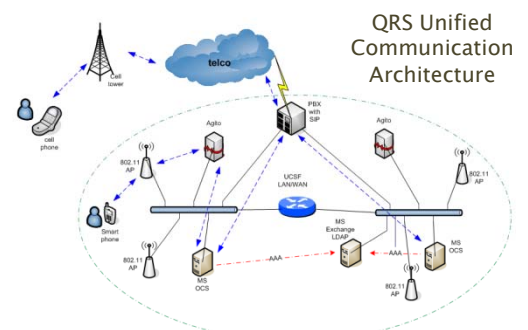
Business Challenge: Build IT Value Chain Capabilities

- Improved Business and IT Alignment
- Helped clinical units (CU) make better IT investment decisions and provided expertise based leadership to help CU exploit capabilities of new information management assets



Business Challenge: Unified Communication

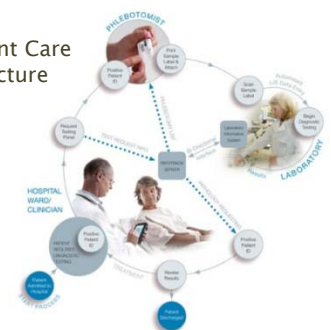
Developed an Enterprise Architecture Roadmap (business case, migration plan, POC, deployment and post implementation management) to implement Unified Communication across all medical centers to reduce communication latency among clinical practitioners.



Business Challenge: Positive Patient ID

To prevent adverse effects resulting from misidentification of patient and/or procedure, client decided to develop an integrated solution to positively (clinically) identify a patient prior to administering any procedure. QRS' proposed solution had an Enterprise view to ensure scalability and instilled a culture of accountability.

QRS Patient Care
 Architecture





Innovate Integrate Improve

Build

Foundation for Business Strategy Execution

one project at a time

Partial List of Clients in Bio Pharmaceuticals and others

- BMS, Princeton, New Jersey, US.
- Merck, Princeton, New Jersey, US
- Baxter, Chicago, Illinois, US
- Cameco, Saskatoon, Saskatchewan, Canada
- Hallmark, Kansas, US
- Rona, Montreal, Quebec, Canada
- Ottawa Hydro, Ottawa, Ontario, Canada
- Government of Ontario and Canada, Various Ministries
- Government of California, Various Departments
- Samsung Pharmaceuticals, Seoul, S Korea
- General Motors, Detroit, Michigan, US

Business Challenge: EA Practice and Master Plan

Based on QRS Enterprise Architecture Life Cycle Toolkit and Strategic Intent to Portfolio of Investment mapping framework, EA Practice and EA Master plan was defined. The plan consisted of both vertical and horizontal capabilities aligned to the Strategic Intent of the Enterprise and allowed the Organization to strategically plan its IT investment for the next 3 to 5 years.

Business Challenge: Industry Reference Architectures: Vertical Capabilities

Extended TRM and III-RM reference architecture approach was used to define specific reference architecture models for the pharmaceutical industry. These models allowed the organization to rationalize its current portfolio of applications and develop a replacement strategy – faster, at lower cost and at lower risk.

Business Challenge: Federated Enterprise Architecture Practice

The challenge – how to define, build and manage an Enterprise Architecture practice in a multinational organization with multiple stand alone Brands and Organizations. QRS Simplify IT framework allowed the organization to refine major business drivers and enabled the organization to remain focused on strategic imperatives.

Specific Deliverables

- EA Practice, Roles and Responsibilities, Deliverables, Governance, Skills Required and Skills Development Plan, EA Services Procurement and Management
- Strategic Intent Translation: Define contextual and conceptual level detail for Master Plan and socialized it with senior levels of the Organization

Reference Architectures

- Integration for Agile Enterprise
- DW, BI and Operations Reports
- Clinical Trial management
- Clinical Document Development, Approval and Retention
- Platform Services

Solution

- Federated Enterprise Architecture
- Defined EA Services and Mandate of each Group
- Established EA Repository Governance
- Established Enterprise Wide EA Governance



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one project at a time

Partial List of Clients in Banking

- Chase Bank, New Jersey, US
- TD Bank Ontario Canada.
- ING Canada, Ontario, Canada
- USC, Ontario Canada
- Amex, Phoenix, Arizona, USA
- CalPERS, Sacramento, California, USA
- Oracle on Demand, Zurich, Germany
- Symantec, San Jose, California, US
- Hyatt, Chicago, Ill, US
- Direct Energy, Ontario, Canada
- San Diego Gas and Electric, San Diego, California, US
- Peer1, San Antonio, Texas, USA
- Mackenzie Financials, Toronto, Canada
- Meridian Credit, Niagara, Ontario

Business Challenge: Enterprise Architecture Practice Assessment and Roadmap

Conducted assessment of client's current Enterprise Architecture practice against QRS Enterprise Architecture Life Cycle toolkit. Assessment identified gaps in – process, people skills, mismatch between skills and their placement etc. The roadmap provided three year plan to mature EA practice to CMMI level 3.

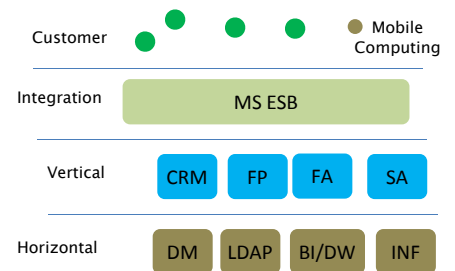
QRS EA Practice Assessment Framework

Scope	People	Process	Tools and Repository	CMMI
Extended	Orange	Red	Red	< 1
Organization	Yellow	Red	Red	~ 1
LOB/Division	Yellow	Yellow	Red	1.5
Process	Green	Green	Yellow	2.0

Business Challenge: Business Transformation

Developed a financial business case for Transformation Program in 8 weeks. Based on three page Strategic Intent, develop Enterprise Architecture at Conceptual Level of detail, RFP for required Services, select vendors, negotiate the SOWs and present a comprehensive Business Case for the Board of Directors. All supporting projects were in execution phase in 12 weeks from start.

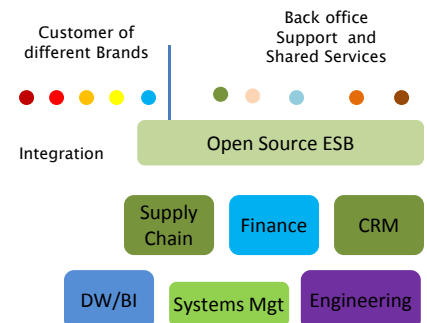
QRS Boundaryless Information Flow Architecture



Business Challenge: Post M&A Integration

Analyze front end (customer facing) and back end (support) and share services best practices within acquired firms and define a business and systems strategy that will support following business imperatives:

- Ability to acquire and integrate similar organization
- Cost per transaction
- Single view of the customer across channels and divisions
- Maintain customer loyalty to current brands
- Time to complete integration – 9 months
- Maintain entrepreneurial and engineering culture





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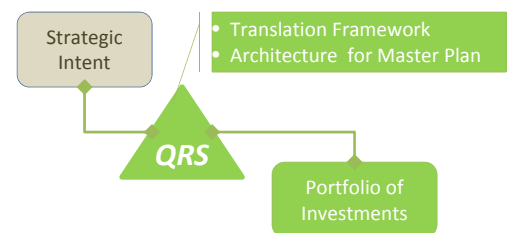
Partial List of Clients in Banking

- First Canadian Title, Oakville, Ontario, Canada
- Economical Insurance, Waterloo, Ontario, Canada
- London Life, London, Ontario, Canada
- Great West Life, Winnipeg, Manitoba, Canada
- Wawanesa, Winnipeg, Ontario, Canada
- Bell Air Direct, Montreal, Quebec, Canada
- INTACT (ING), Toronto, Ontario, Canada
- Worker Safety Insurance Board, Ontario, Canada
- Manitoba Hydro, Manitoba, Canada
- Bell Canada, Ontario, Canada
- Rogers, Ontario, Canada

Business Challenge: Enterprise Architecture Practice

Developed framework to translate Strategic Intent into Enterprise Architecture Master plan. Worked with senior management to develop specific architectures, Master Plan and Portfolio of investments. The Framework enabled comprehensive analysis and helped built shared commitment among various stakeholders.

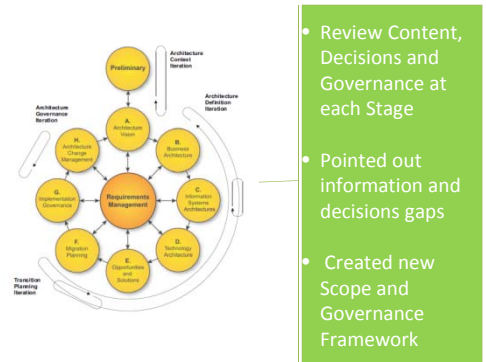
EA and PMO Integration



Business Challenge: Project Rescue

Client had a major business transformation and legacy system replacement program that was significantly out of original cost, benefit and risk parameters. We performed Enterprise Architecture based diagnostics and outlined gaps and corrective actions. Client was able to recover significant investment and launch a realigned program.

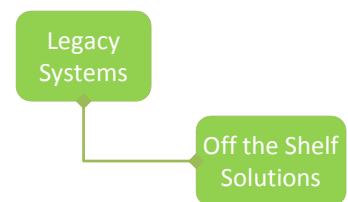
Program Rescue Framework



Business Challenge: Business Transformation

Defined, Build and developed framework to exploit Enterprise Architecture to replace 45 back office legacy systems with off the shelf ERP, several best of breed solutions and integrated them into corporate DW and BI capability.

Legacy Modernization Framework



- PeopleSoft: GL, AP,AR,CM, FIN DW, BSC, Profitability, Expenses, Purchasing, Procurement, Financial Planning and Credit Management
- Human Resources: HRIS, Payroll, Time and Attendance, Succession Planning, Recruiting and Human Capital Management