



Apps Solutions Ltd  
Company Overview



# Introduction

## Apps Solutions Ltd

Since its formation in 1997, ASL has been outperforming, on service levels, many of the industry's more established resource providers. ASL has its head office in the UK with links throughout Europe, the United States, Middle East and Asia.

*Apps Solutions Ltd (ASL) provides a professional independent Resource service to ERP, E-commerce, EAI, CRM and RETEK users around the world.*

Whether our clients are human resource experts, professional purchasers or line managers, their expectations remain the same:

- o An uncompromising requirement for service of the highest standards
- o Peace of mind created by confidence in the skills and perception of the consultancy to provide what has been requested
- o A desire to develop a long term relationship with the consultancy enabling an understanding of their ongoing and changing needs
- o The expectation that the service they receive will represent the very best value for money

With the rigorous time scales and the strenuous demands of the real world, businesses can only succeed if they have a total recruitment solution that is responsive, flexible and highly focused.

Our success can be measured by the excellent services we provide to both our client companies and our consultants. They are equally valuable to us and each receives the same level of attention. Résumés are submitted to meet specific client orders and we **never** submit a résumé without the consultant's consent. We strive for quick response time when matching qualified consultants with client requests or when notifying applicants after they have applied for a position.





## Our Mission

*Our goal is to establish, support and improve critical business processes and provide solutions for your success. We strive to always exceed client expectations and deliver solutions that enable companies to execute their business processes more efficiently.*

We always try to conduct business by our own code of ethics and keep within the guidelines we have set out as a company. Whilst our individual goals may change daily, as a company we always ensure that all of our aims are met whenever possible and that we can respond to any realistic demand either by a consultant or client.

### Goals:

- Be a World Class ERP, CRM and E-Commerce resource provider
- Conduct business in a professional and ethical manner
- Build strong, mutually beneficial relationships with clients and consultants
- Keep up to date with all the latest changes in technology and business practices
- Be knowledgeable about current market conditions
- Always strive to secure the best deal for both the consultant and client
- Have a worldwide resource of quality, experienced consultants
- Always strive to exceed clients' and consultants' expectations



## Our Employees

*Through local partnering and market knowledge, our professional sales team are able to look after our client's exact requirement, wherever they may be.*

Backed by proactive research teams who are continually improving our methods and approach, we are able to offer a comprehensive service of the highest standards.

All of our staff have a strong sense of loyalty to the company and are dedicated to their work, which means that our client's needs are always the priority.

We ensure that regular internal and external training sessions always keep us abreast of new technologies in addition to allowing us to provide the highest level of service to our clients.

### Goals:

- Ensure that the sales contact has the highest level of market knowledge for their sector
- Be able to advise clients on general issues and always work in the client's best interest
- Establish a primary contact within ASL for our client rather than speaking to a different person each time
- Be aware of local markets which may affect any potential business
- Always work in the best interests of the client and consultant and establish long term relations



## Our Strengths

*We are ERP, CRM, RETEK and E-commerce specialists. We have a thorough knowledge of local and global markets and we understand the needs of our clients.*

We can provide our clients with local consultants for their region, overcoming language and localisation issues.

We utilise a "state of the art" Oracle database in order to ensure that consultants exactly match requirements.

We maintain regular contact with our consultants and clients throughout the duration of the contract, ensuring all problems or difficulties are corrected immediately.

### Strengths:

- Specialising in select market areas allowing greater product knowledge
- Aware of the requirements and issues involved in placements throughout Europe, Asia and the Middle East
- Candidates are matched using a continuously updated Oracle database
- Relationships with the consultants allow greater benefits to all parties involved
- We believe conducting business in an ethical and professional manner at all times



## What makes us different?

### Advantages:

- Experience of global projects including joint ventures with hardware and software suppliers
- Have a policy to resolve issues which arise during the life of a contract to ensure that all parties are content and as productive as possible
- We only contact our clients periodically or if necessary rather than calling constantly to be updated
- We have in place a program to support our consultants throughout the life of a project to see them through any problems which they may have
- We make clear to the consultant what paperwork is required and by when and always ensure that if this is completed correctly they receive their payments by the dates agreed
- Working abroad can have a variety of tax implications, so we can advise to ensure the consultant only pays the correct amount

*In a world where everyone is claiming to do everything better than the competition, it is difficult to find a company who is truly different.*

In addition to what we feel are our strengths, we also have various policies and procedures in place that lift us above our competition.

Not only do we ensure that we have steps in place to ensure our clients are offered the highest level of service possible, but we also have procedures in place to allow the consultant to access resources they may otherwise not have.

### Benefits to:

<b>Our Clients</b>	Experience of Global Rollouts Have a management issues strategy in place Policy of not contacting our clients unless necessary
<b>Consultants</b>	Contractor Maintenance Program We ALWAYS pay on time Offer advice on being as tax efficient as possible Offer preferential rates on financial solutions



**Consultants must meet the following criteria for inclusion on our database:**

- The consultant has a minimum of three years consulting experience
- The consultant has received training from a reputable employee or recognised training institute
- The consultant has a university degree or equivalent
- The consultant is legally allowed to work in Europe and/or the US
- The consultant has some of the following application knowledge; Oracle, SAP, CRM, e-commerce, B2B, I2 and eProcurement amongst others
- Valid references are available to ASL or have already been taken up by us

## Consultants

*We utilise an Oracle database system in capturing and storing information about our consultants. We have approximate five thousand consultants in our database with a whole range of skills meaning that we can almost always provide the ideal candidate to carry out a task.*

We always try to source a consultant locally to the place of work to keep costs to a minimum and to reduce the needs for permits.

When fulfilling vacancies in the US, we can work to whichever method suits the client. These would include; Contract (W2), Contract (Corp to Corp) and Contract to Hire (W2). We would firstly try to source a consultant in the same state and then check through the rest of our registered US consultants for the ideal candidate.

Unlike the US, Europe has specific needs such as localisation issues in Italy, France, Spain, Germany and Greece. We have experience of all of these and have experts in AX, MRC and EFC.

A typical breakdown of consultants (in percentages) we provide in the Europe and the US is as follows:

- Project Managers – 10%
- Functional Implementers – 35%
- Technical Designers/Developers – 25%
- Application DBAs - 15%
- Analyst Programmers – 10%
- System Architectures – 5%



# Contractor Maintenance Program

## **Our Contractor Maintenance Program includes:**

- Regular contact with the consultant enhanced during the initial stages of a contract
- Assistance in making travel and accommodation arrangements if required
- Out of hours emergency contact
- Advice on developing their career and skills
- Keeping them abreast of what is happening in the marketplace and giving advice on market rates
- Regular contact with consultants when they are not working through us
- Support services for their professional and personal needs in the form of tax advice, accountancy services and financial planning

*We feel that it is essential for the success of any contract to ensure that the consultant carrying out the work is as comfortable and as secure as possible, especially when they are working away from home.*

It can always be daunting to be away from family and friends for extended periods and so we try to alleviate as many of the external worries as we can so that the consultant is free to concentrate on the work being carried out.

Whenever a new contract starts, after our initial contact to ensure that they have arrived safely and there are no initial worries, we speak to the consultant at least once a week for the first month to check that they are settling in comfortably and have no concerns about accommodation, the work being carried out and other general aspects.

After the initial period, we then keep in regular touch with the consultant, at least once a month, although there is always someone there whenever the consultant needs help or advice.

Further to the direct support we give to the consultant whilst they are on a client's site, a number of secondary facilities are available to all of our consultants to support their day-to-day activities.

These include preferential rates for financial services through our partnership with Allied Zurich and assistance in obtaining financial products which could ordinarily be a time consuming and costly process.



## Services

**We are able to assist in all manner of projects, including:**

- Greenfield Sites
- Customisation
- System Integration
- Upgrades
- Mergers and Acquisitions
- Outsourcing
- Fixed Price
- Time and Materials
- Support Solutions
- Partnerships & Joint Bids

*ASL works with its clients to fully understand their needs. Our management and information technology consultants apply years of experience and a proven consulting methodology to help provide the ideal consultant. This combination of experienced people with a structured methodology of "best practice" elements and tools means our clients receive the benefits of reliable expectations, rapid results, and superior value.*

The services we offer can be broken down into six main categories, although it is not uncommon for a client to approach us with a totally unique requirement which we always do our best to complete.



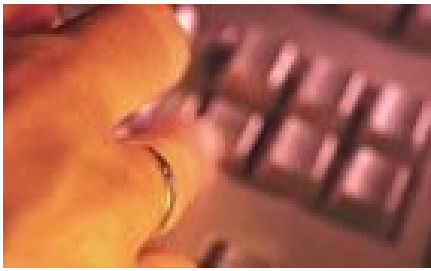
# Strategic Planning

*ASL can help your business in strategic planning. The purpose is to provide direct support to our client's overall goals objectives. The planning process incorporates the linking of the core business, systems, and IT planning and delivery cycles and products. It should provide continual focus on strategic priorities while also addressing today's pressuring business issues.*

## We can assist in:

- Defining project goals
- Business Requirement Mapping
- Defining Business Processes
- Streamlining Processes
- Functional Development
- Project Planning
- Software Evaluation

All elements of any project must be thoroughly examined during the strategic planning phase to ensure optimum success. This process involves defining your baseline objects for measure of success, a blueprint of the project, identify your strategic capabilities through goal and customer driven processes and create the layout for foundation of the project. Apps can assess your business and help build a strategic foundation plan.



# Technology and Infrastructure

**These services include:**

- Hardware and software Troubleshooting
- Hardware and Software Support
- System Upgrades
- Software and Hardware Auditing
- Network Analysis and Optimisation
- Remote Access Solutions

*ASL's Technology & Infrastructure services provide strategic and tactical support for your technical environment.*

Early identification of technical infrastructure issues is critical to the successful integration of technology with Manufacturing and Financial functions, especially as organisations move to new architectures. ASL offers a full range of services to help our clients design and integrate their technology environment into a cohesive infrastructure and to maintain and administrate that infrastructure.

Whatever level of support is needed, we can help. We combine full technology experience and qualified resources with a structured yet flexible approach to provide you with the services you require for your technology administration, planning, and integration.



# Implementation Services

## Implementation services include:

- Total “out of the box” solutions
- Customisations
- Continuations from existing projects

*We can provide almost any resource or service needed to implement CRM, Manufacturing and Financial applications.*

ASL offers implementation services for Seibel, Retek, PeopleSoft and Oracle applications amongst others. We have made it our focus to understand how best to implement Manufacturing and Financial solutions to meet our clients' unique requirements. Our services encompass all phases of the implementation process and are flexible so that you choose the level of service that best meets your needs.



## Education Services

*The sooner a workforce can start effectively using the Oracle Applications suite, the sooner the productivity and efficiency gains from the new system can be realised.*

### **We offer training of the following modules:**

- Core Financials
- I Procurement
- Distribution
- Manufacturing
- CRM

ASL aims to eliminate the confusion that inevitably arises from having to use a new system and reduce the time in training and the time it takes for each user to be proficient in their role by providing a wide variety of end user services. These services are tailored to ensuring that the user is comfortable in carrying out their job tasks within the new application environment.

In addition to ensuring that the system users are proficient in the areas their position requires, we also offer training for technical support teams to make sure that when problems do arise they can be dealt with as quickly and efficiently as possible. This stems from having an understanding of how the system operates and we offer training on the core modules to ensure that the day-to-day issues that occur can be dealt with quickly and efficiently.

The training we offer is usually tailored to our client's individual environment and can be conducted in a variety of languages including:

- English
- French
- German
- Dutch



# Data Warehousing Services

## Data Warehousing can achieve:

- Reduced operational costs
- The cost and need to liaise with third parties is reduced
- Improved analysis of existing corporate data allowing greater insight into business needs
- Increased forecast and planning knowledge, to allow provision for future market changes and trends

*Data warehousing forms a key element of any successful ERP and allows companies to easily access one of their most valuable assets – they're own information*

Data warehousing solutions form the third part of Apps Solutions' key business services; Business Intelligence, Customer Relationship Management and Data warehousing solutions.

All three services are combined, to achieve a total solution where collecting information about the customer is the central issue.

Our implementation methodologies supports accessing this data (data warehousing), analysing customer behaviour (BI and OLAP) and interaction with the customer (CRM).



## Support Services

*Our team of consultants specialise in implementation and post-live support of the whole suite of Oracle modules on both a functional and technical level.*

**Support services include:**

- 24 / 7 support service
- Remote support
- Remote DBA Support
- Onsite maintenance visits
- Solutions customised to the client's exact requirements

Although it is almost impossible to use an Oracle product "out of the box", Oracle have chosen not to offer support for any product that has been customised to meet the clients need. Whether this work has been carried out by Oracle themselves or one of the larger consulting firms, the client is always left in the situation where they have to arrange the support of what is, more often than not, their mission critical application.

Whilst most companies can relatively accurately predict the level of internal support needed to satisfy their own users, problems with the system are always unforeseen and usually expensive to fix. You may not have the skills in-house and have to resolve the issues as they arise and pay per incident or you have to endure high salaries in order to employ people with the skills necessary and not be able to utilise them to their full potential.

Our partner company, OnTap Solutions, offer a unique support service for the Oracle suite of applications to cost effectively support our client's own resources so that they are always there when needed to resolve high level technical problems in addition to a host of other services.





## Requirements

**Candidates are short listed based on the following criteria:**

- Skill Set
- Availability
- Relevant Experience
- Required Rate
- Languages Spoken
- Location

*We understand that our clients require a fast and efficient response to a requirement. But they also can't waste their time going through hundreds of CVs for candidates with no real experience.*

With this in mind we will only send candidates who are entirely suitable for the role within the criteria we're given. Further to this we limit our response to at the most three candidates who we feel are the most suited to the position.

We achieve this by thoroughly understanding the requirement both technically and functionally and also take into account any external factors, such as budget constraints and working environment.

Our clients are always safe in the knowledge that when they submit a requirement to us they will receive an efficient, accurate response and know that any of those candidates can complete the work.



# Preferred Suppliers

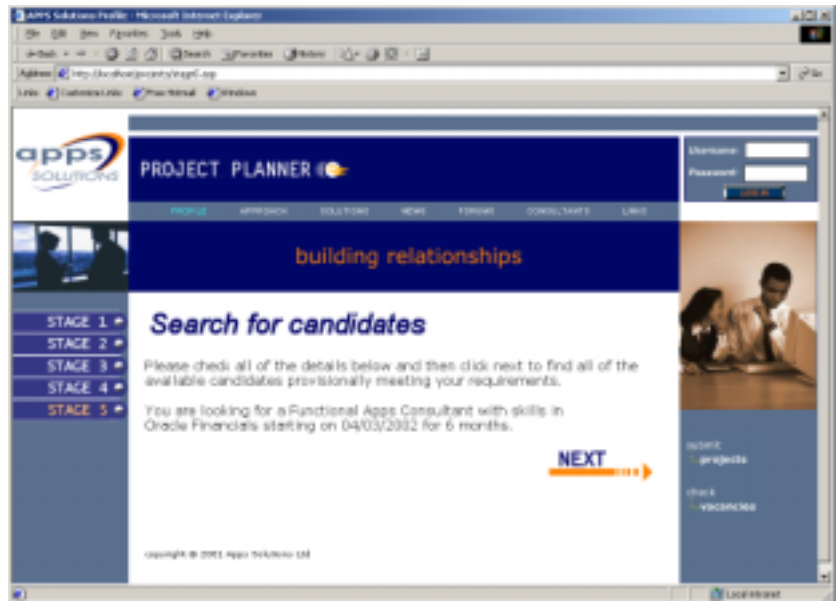
## Clients may be eligible for:

- Reduced consultancy rates
- Total Self-Service Application
- Fulfilling their own requirements 24 hours a day
- Accessible from any location through the internet
- Be knowledgeable about current market conditions
- Latest consultants available at any time and notification of new suitable candidates as they become available if required

*When a client recognises the quality of the service we offer them and is prepared to commit to allowing us to submit candidates for their requirements, not only do they get preferential rates, they gain access to a whole new aspect of fulfilling their vacancy.*

Once we have been approved as preferred suppliers, our clients can resource their own requirements online 24 hours a day through our website.

They have access to exactly the same database as we use, although with a simplified interface. Once the requirement has been entered and a list of available, suitable candidates has been compiled, all of the CVs can be viewed immediately and even interviews arranged totally online.



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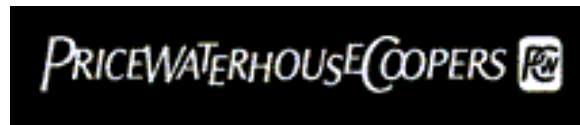




## Clients

**Some of our clients include:**

- Compaq Inc
- Michelin Inc
- Oracle Corporation
- KPMG Inc
- Nortel DASA
- HP Inc
- Ernst and Young LLC
- Pfizer Inc
- Jarvis Plc
- Lafarge Inc
- Fulcrum
- Cap Gemini
- Comparex
- WTO
- NATO
- European Commission
- Browning
- PWC
- CSC
- Club Med



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