Premirus Consulting Services

Executive Summary

Many business people are frustrated by the fact that technology has failed to deliver on its promise for their organization. They often feel that the technology revolution has simply cost them money, while failing to deliver the promised productivity gains. Premirus Technologies was formed by industry professionals intent on delivering on the promise of the technological revolution through rational and effective implementation of emerging technologies. Premirus can help you get out of the traffic and into the driver's seat by helping you to formulate and implement a useful, effectual, and cost efficient technology plan. Premirus has the single-minded goal of improving your bottom line.

Premirus offers services on its own technologies and those of its partners through Premirus Consulting Services Corporation (PCS), a wholly owned services subsidiary of Premirus Corporation. PCS can provide a number of key services integral to the health of your business's underlying technology infrastructure. Premirus specializes in Premirus, Microsoft, and dtSearch enterprise class products, providing technology planning, development, implementation, maintenance, and outsourcing services at a variety of service levels. Talk to your Premirus or PCS representative about specific solutions that meet your needs.

Summary of Selected Services

Premirus provides consulting and software services for planning, implementation, maintenance, and/or upgrade of business computer systems and services. Premirus consultants can help you at all stages in the process of technology implementation. Premirus personnel can assist you in either effectively implementing a system using off the shelf hardware and software components or the development of a custom solution to meet your specific needs.

Listed below are a select few of the key business services that Premirus can provide.

Edoctus and Enterprise Content Management Consulting

> So much for the "paperless office" that elusive dream that technology companies have promised for years. Business today is drowning in paper—more so, it seems, than ever before. Businesses are often faced with a range of unpleasant choices and tasks when it comes to document management, and the bewildering array of possibilities for storing the flood of paper in electronic form appears to present more questions than answers. Premirus can help you stem the torrent of paper and show you how to turn the flood of paper into a key research asset for your business.

> "Building a file" on your customer, supplier, and employee relationships is key to effectively managing those relationships. Document management solutions should help you to build information assets on key business relationships, and the data in the documents should be every bit as available, searchable, and indexable as the data you keep in your transactional databases. You often hear about how "data mining" in relational data can help your business spot trends and make informed decisions. Effective document management allows data mining in the correspondence, proposals, bids, emails, and other documents in ways that are just as powerful and important to your bottom line.

> Effective means of electronic document storage and retrieval are becoming more and more available as time progresses. Full text search technology and optical character recognition have

made great strides. The arrays of storage media needed for the repository are becoming more cost effective and their capacity is growing quickly. The time to consider document management as a viable solution for the operational business process, not just as a storage media, is upon us. Premirus consultants can help you consider the alternatives for document imaging and choose one that is right for your organization.

Premirus Consulting Services provides a full range of services for Premirus' Edoctus™ Document Center family of products. Edoctus is a powerful, feature rich product. Premirus Consulting services are available throughout the lifecycle of the product, enhancing the power of the product through better understanding and implementation. Premirus Consulting can help you to implement Edoctus to fully support your business requirements and goals, helping you to maximize the return on your investment in Edoctus. A small sample of the available services includes

- Pre-sales system sizing and planning

- Installation planning and deployment design

- Installation

- Training for Administrators, "Train the Trainer," and end users

- Document management layout

- Scanning and document acquisition business process design

- Workflow design and implementation

- Application integration

- Data conversion from other imaging systems and content management applications

- Integration with other content management applications

- Assist with future enhancement and growth strategies

Consulting services are also offered through Premirus authorized resellers and service bureaus. For more information on Premirus partners in your area, contact Premirus Sales.

Pericura Risk Management Services

Premirus Consulting Services provides a full range of services for Premirus' Pericura™ Risk Management Suite. Pericura is a powerful, feature rich risk management product with a high degree of configurability and implementation-specific workflow potential. Premirus Consulting services are available throughout the lifecycle of the product, enhancing the power of the product through strong understanding of risk management needs, Pericura features, and implementation possibilities. Premirus Consulting can help you to implement Pericura to fully support your business requirements and goals, helping you to maximize the return on your investment in Pericura. A small sample of the available services includes

- Pre-sales system sizing and planning

- Installation planning and deployment design

- Installation

- Training for Administrators, "Train the Trainer," and end users

- Configuration of coverage rating and design of rating formulas

- Claims Management layout

- Configuration of service repricing and design of repricing formulas

- Document generation

- Edoctus document management layouts

- Workflow design and implementation

- Application integration

- Data conversion from other systems

- Data conversion from other systems

- Data conversion from other systems

- Integration with other content management applications

- Assist with future enhancement and growth strategies

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Business Process Analysis

What is a business process? A good working definition from the Business Process Management Initiative states that "A [business] process is a specific ordering of work activities across time and place, with a beginning, an end, and clearly defined inputs and outputs: a structure for action.[1] Business processes are both internal and external to autonomous business entities, and drive their collaboration to achieve shared business goals by enabling highly fluid process networks. Such business goals include end-to-end efficiency, transformation empowerment, and value management."[2] In short, business processes are the procedures by which your organization conducts its business.

To achieve real benefit from the adoption of technology, careful analysis of the current business processes must be conducted. According to professor Levent V. Orman at Cornell University,

"There is considerable anecdotal evidence that even small changes in the use of information technology (IT) in an organization may require major restructuring of the organization to take full advantage of the efficiencies created by the technology.

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[1] Thomas H. Davenport, Mission Critical: Realizing the Promise of Enterprise Systems, Harvard Business School Press.

[2] Business Process Modeling Language (BPML), Working Draft 0.4. Business Process Management Initiative, 2000.

Conversely, there is also considerable evidence that without major restructuring, the introduction of IT may not produce savings needed even to justify the investment.[3]

To complete an analysis of the business processes of an organization, Premirus consultants work with the customer to analyze the organization's current business processes. The goal of this analysis is to

- recognize, understand, evaluate, and document the operational needs and methodologies of an organization,

- identify constraints and conditions that adversely impact the organization's attainment of its mission and objectives,

- propose changes to those business processes or the adoption of more effective business processes where appropriate, and

- assist in the migration from existing to new business processes.

Development of Operational Procedures and Adoption of Best Practices

Many organizations, particularly those outside of the technology field, have limited operational procedures and policies for their information services functions. The development and adoption of procedures and policies tailored to optimize return and minimize costs and downtime can have a profound effect on the effectiveness of an organization's technology efforts and on its return on its technology investments.

Careful attention to detail in the development and adoption of IT policies and procedures can prevent many problems, including:

- Data loss due to equipment failure without adequate backup

- Excessive system down-time

- Inefficient deployment of resources

- Cost overruns due to poor pre-planning or lack of defined goals

- Loss of business opportunities

Most organizations spend a significant portion of their revenues on information technology and related personnel costs. Tuning those expenditures can reduce overall cost while increasing services. Premirus consultants can help your IT staff to develop and implement effective operational procedures based on practices which have been proven to be effective in other organizations. They will work with your staff to understand your organization's specific needs, and recommend practices that fit your organization—not take cookie-cutter practices and try to fit your organization into the mold. Each organization has unique needs and a unique environment. Recognizing this distinction is key to Premirus's service offerings.

Systems Planning and Analysis

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[3] Levent V. Orman, *A Model Management Approach to Business Process Reengineering*, Association for Information Systems 1995 Inaugural Americas Conference

Premirus consultants develop and apply analysis methods and models to the business processes of an organization to provide that organization with intelligence for decision-making on information technology priorities. Careful analysis and planning can help your organization to better predict uncertain outcomes and make better decisions. Different courses of action and their probable results are analyzed and considered carefully, constraints of either technology or business environment are considered, and the desired results are used to determine the best plan to achieve the desired end.

Through systems analysis and planning, Premirus can help you to

- Analyze risks and determine the appropriate level of risk avoidance for your budget and operational needs

- Improve reliability of existing systems through analysis of critical pathways, procedures, and services

- Plan for future system growth and migration

- Identify business objectives and market constraints and identify the impact of current and planned information technology initiatives

- Perform cost/benefits analysis of various information technology alternatives

- Conduct feasibility studies

- Diagnose problems arising from the complex interaction of various systems

- Develop short and long range technology plans

Systems Deployment

Deployment of technology systems is a difficult, often disruptive process for most organizations. Premirus can assist your organization in the pre-implementation, installation, and post implementation phases of deployment. The methodologies and services for systems deployment that Premirus can offer your business include

- Analysis and testing for technological maturity, compatibility, interoperability, operational effectiveness, and reliability

- Feasibility studies

- Improving confidence levels through rigorous training, testing, establishment of technical and operational readiness, and evangelism

- Hardware and software installation and configuration for new systems and networks, including Storage Area Network (SAN) deployment, database deployment, network infrastructure deployment, and web farm deployment.

- Quality of Service (QoS) analysis, configuration, and deployment

- Definition of potential problem areas and proposal of optimized solutions

- Full service Project Management

- Coordination and implementation across multiple sites, networks, and systems

- Procurement services for hardware and software solutions

- System validation, monitoring, and measurement against defined goals

- Initial data center set-up and process and procedure design

Successful deployment of new systems, both hardware and software, in the business environment is required for the return on your technology investment to be maximized. Premirus can help you realize these goals.

Local and Wide Area Network Design and Deployment

Information is only a useful business asset if you can reach it and use it. A reliable, fast, secure, robust, and cost effective network is key to providing such access. Whether your network already exists and needs tuning, upgrade or expansion, or whether you are implementing your organization's first network, Premirus can provide the expertise and personnel to do the job right, on time, and on budget.

Premirus specializes in the design, installation, configuration, and deployment of networks based on Microsoft server technologies and Cisco networking technologies. Premirus personnel have experience and access to the resources necessary to successfully implement, upgrade, and integrate both local area and wide area networks encompassing diverse networks, vendors, and technologies. Premirus can provide expertise in

- Microsoft server and client deployments

- Cisco network hardware deployments

- DNS, WINS, FRS, DFS, and other infrastructure services

- Integration with UNIX networks

- Firewall and proxy server implementation

- Mainframe and legacy host integration services

- Wide area network design and implementation

- IP Telephony solutions

- Security services

- Internet connectivity and DMZ implementation

- Migration

- Fiber optic and copper-based network design and implementation

- Bandwidth management and wide area network service sizing

- Performance troubleshooting

- Remote access design and implementation

- Emerging technologies planning and implementation

Whatever your network needs, and whatever the size of your network, Premirus can help you to improve cost effectiveness and service. The value of your business information is dependent on the value of your network. Let Premirus help you improve on both.

Systems Integration

System integration is the process of joining disparate software and hardware modules into an integrated system. Integration can refer to integration of various software components on PC-based systems, or it can refer to the joining of mainframes, UNIX machines, Windows servers and workstations, and network components into a large corporate information system.

Premirus specializes in Microsoft technologies and the integration of Microsoft technologies into the enterprise pace. Premirus consultants have experience integrating systems ranging in size from small client machines to mainframes.

Premirus consultants are strongly versed in Extensible Markup Language (XML) technologies, and can help your organization develop a strategy for moving to XML for data transfer between systems, both inside and outside of your business. XML technology enables transfer of data between many platforms, and is rapidly becoming the standard for all system interoperability. Implemented correctly, XML can provide your organization with better interoperability and improved performance in transfers between systems. XML is key to the future of large scale systems integration, and Premirus can help you effectively leverage XML in your enterprise.

Directory Design

For years, organizations have maintained disparate directories of information about employees, contractors, vendors, and other persons and entities associated with the organization. Historically, a directory has been maintained for each separate operational need. Personnel departments have personnel directories, information technology departments have network access lists, security access lists, and mail account lists. Sales departments have customer lists.

With the introduction of directory services over the past few years, the concept of maintaining a single directory of information used for multiple purposes and accessible via standardized protocols has become viable. Microsoft introduced Active Directory with the introduction of Windows 2000 in 1999, providing a mainstream directory service robust enough, open enough, secure enough, and powerful enough to handle integrated directories in large and small enterprises alike.

Software vendors and information technology organizations have only just begun to tap the potential of directory integration. One of the primary tenets of Premirus Technologies' business plan is the importance of successfully implementing the Directory Integrated Enterprise. Premirus has released a position white paper on directories in the enterprise workspace. This whitepaper may be downloaded from our repository of white papers, or you may download it here.

Network and System Security

Technology can be very secure, but it is not *inherently* secure. You can and should place physical barriers between your system and the outside world. However, by simply connecting a wire to the internet, you can negate all of your physical security efforts in one step. Even if your business is

not a target, distributed general attacks can prove to be devastating, shutting down operations for hour or days and destroying key data. Careful, diligent attention to detail is the most important thing between your business's technology assets and the often hostile world outside.

It is important to protect your expensive technology infrastructure and the irreplaceable business information assets contained in that infrastructure from theft, corruption, unauthorized disclosure, vandalism, and web attacks such as distributed denial of service. Premirus can provide security review services to help your organization protect itself from attack. Premirus can also provide security system design and implementation services.

Microsoft platforms can provide inherent security if configured correctly and monitored vigilantly. Virtually all security breaches on Microsoft platforms are completely preventable. Failure to adequately monitor known security risks, misconfiguration, failure to apply patches, exposure of unnecessary ports or services, and careless password selection are the most common sources of security breaches on all platforms, regardless of brand. Any organization that fails to effectively protect itself through adequate security measures is simply playing roulette with its business assets.

Threats to the security of business information come from both inside and outside of organizations. In fact, most intentional, directed security breaches are "inside jobs," committed by disgruntled current or former employees or contractors. It is important that an organization consider internal threats to its systems and protect itself accordingly.

Absolute security is impossible. Each level of security also gets progressively more expensive. Picking the right level of cost vs. risk is imperative. Premirus offers various levels of security services, and can help you choose and implement the level of security that is right for your organization.

Software Development

While many of the needs of today's business organizations can be met with off the shelf software packages, many businesses still need custom development work for specific processes. In addition, although many off the shelf products work well within the framework in which they were designed to perform, they often do not effectively or adequately integrate with other software and services, requiring needless re-keying or cumbersome efforts to move information from one application to another. Limited use of custom software development can provide strong returns on investment by reducing or eliminating man-hours associated with repetitive business process tasks, and by providing better access to and maintenance of key business data.

Premirus can provide management of the full software life cycle, starting with the early stages of specification, continuing through testing, implementation, and ongoing maintenance. Premirus can bring strong software development and project management skills and in-depth experience to any software development project.

Premirus can provide development expertise in any number of areas, including the following categories:

- Edoctus and Pericura Workflows and Rule Extensions

- .NET framework application programming

- Active Directory™ integration programming

- Windows platform programming and scripting

- Web Services/XML/SOAP programming

- dtSearch full text search implementations

- Database design and programming

- Application integration

Premirus has consultants with fluencies in the following languages:

- Visual Basic

- C#

- C++

Premirus can provide custom development services for either of these needs. Premirus has an excellent development team, strongly versed in the latest development technologies on Microsoft platforms. Whether your need is database design, COM+ application development, web services, XML implementation, or application integration, Premirus can provide the expertise to bring your project to a quick and successful close.

Database Design and Implementation

Information is power… especially in today's fast paced business environment. The competitive advantage goes to the company with the best information and the best methodologies for accessing that information.

Relational database design and implementation is an important part of information management. Your data is only as good as your access to it. Data in a box or a file cabinet is valuable, but without an effective means for storage, indexing, and retrieval, it simply cannot help your business reach its potential. Think of your data like a jigsaw puzzle. Until it is assembled, you can't tell much about it.

Premirus consultants can bring strong database design techniques and solid implementation experience to bear. Premirus can help your organization optimize or modify preexisting databases, or assist in the design of entirely new databases. Our consultants know the pitfalls, and they know where to make tradeoffs and adaptations to provide optimal performance and optimal availability. Our consultants can also provide help with software and hardware purchases to implement database systems.

Premirus specializes in design, development, and implementation services for Microsoft SQL Server 7.0 and 2000. Premirus has the know-how and experience to deliver effective design from the desktop edition through multimode clustered solutions running on enterprise server. Sizing of hardware, normalization, database design, replication implementation, clustering, creation of indexed views and index optimization are only a few of the many services Premirus can provide for database installations based on SQL Server.

About Premirus

Premirus Corporation is a software manufacturer that specializes in effective and approachable solutions for Document Management, Risk and Insurance Management, Environmental Reporting Compliance, Organizational and Operational Workflows, Developer Tools and Electronic Discovery and Litigation Support. Premirus' products include the Edoctus™ Document Center suite of products, as well as Pericura™ Risk Management and the Premirus Data Access Components.

Premirus Consulting Services Corporation, a wholly owned subsidiary of Premirus Corporation, provides enterprise class consulting on Premirus products as well as the products of our partners, including Microsoft and dtSearch.

Premirus was founded in 2002 and is based in Oklahoma City, Oklahoma. The company was formed by a group of industry professionals, senior information technology managers, and former Microsoft employees with the objective of providing a new level of service, expertise, and professionalism in the technology marketplace. Premirus' home office is located in the heart of Oklahoma City, Oklahoma, with branch offices in Little Rock, Arkansas and Baton Rouge, Louisiana. Premirus' clients include government and regulatory agencies, Fortune 500 corporations, and nonprofit organizations throughout the United States.

PREMIRUS

Closing the gap between technology and industry.™