

# Strategic Thought Services

## Market-leading Technology Integration Experts

Strategic Thought Group delivers information technology solution services to help customers meet their business objectives. Almost 20 years experience in the integration business has provided STG with the knowledge and skills required to consistently deliver vision-fulfilling solutions to our customers.

The Services team focuses on three key areas:

- Business initiatives
- Solution delivery
- On-going customer support

This focus enables us to address complex business issues faced by customers and get to the heart of a problem quickly.

The services team has extensive capability in the integration of information and knowledge across all areas of an organisation. We have implemented solutions handling everything from Faster Payments in a retail bank to the management of risk information in a major utilities organisation.

We deliver business solutions in the Financial, Retail, Telco and Transportation sectors. We have extensive knowledge addressing common issues and are perfectly placed to provide innovative solutions to new problems as they materialise. The services team aims to provide proactive consultancy and account management: when we become aware of potential issues in your market sector, we bring them to your attention before they can impact your business.

Maintaining a position at the forefront of technology empowers us to show leadership capability in setting the I.T. vision for customers. Our approach is to give our clients the most flexible solutions available so that IT is able to evolve as their business does.



### Projects Strategic Thought has delivered to its customers

Strategic Thought is an IBM Premier Business Partner that focuses on providing solutions to large-scale integration issues using, predominantly, IBM's WebSphere Business Integration and Lotus Portal & Workplace products. In order to deliver a comprehensive solution, we also work with products from IBM's Information Management, Tivoli, and Rational brands as well as other vendors such as Microsoft, SAP and Oracle.

Below are some of the successful projects that we have delivered to our customers:

- Replacement of legacy payments architecture, and implementing a Treasury Trading & Settlement Infrastructure at **Lloyds TSB Bank**, cutting costs and improving customer performance.
- Level Crossing risk management system for **Network Rail** integrating risk information from all national sources in order to reduce risk and improve safety.



- Systems integration at **Argos** and **Homebase** improving business agility by enabling legacy systems to be used with new architecture.
- Personalised portal infrastructure **The Scouts Association** enabling self-administration and therefore reducing maintenance costs.
- Extension of CRM application through a portal for self-service at **Cable and Wireless** in order to enrich and improve customer experience.
- Paperless Workflow Solutions at **Talbot Underwriting**, ensuring compliance with new regulatory requirements and streamlining working processes.
- Payment collection system for **Trinity House Lighthouse Service** automating the collection of dues thereby reducing administration costs as well as the risk of lost revenues.

## Project Approach

The Services team gets you the results you need, in the required timeframe and at competitive rates. Whilst we offer services on a time & materials basis, we prefer to deliver projects under fixed price agreements. This allows us to take comprehensive ownership for the delivery: we are able to control the risks associated with successful delivery in the most efficient and cost-effective manner.

We make bold commitments based on the knowledge gained from the successful delivery of past projects and solutions. Over 20 years of solution delivery in the IT industry, we have learnt that abiding by the following principles allows us to guarantee success:

- By being **open and honest** about the potential risks involved in a project, we can work with our customers to plan against such risks more effectively
- Focussing on staff training and development, and delivery processes allows us to proceed with our **work with confidence**
- By concentrating on and investing in core technologies, we can achieve **excellence and innovation** in our chosen fields of expertise.

We can also offer you the ability to visualise and prove your chosen solution away from your offices before development even begins. Furthermore, we have both the staff and the facilities available to help you train your users in any new technologies that you adopt. This is an essential part of our hand-over and support offering.

## Repeatable Solutions: Your requirements delivered in a fraction of the time

We have developed a number of repeatable solutions from the experiences gained delivering business solutions:

**Active Integrator:** Files to WebSphere MQ Gateway that is bi-directional, FTP compatible, and centrally installed in a single location. The gateway allows you to transfer files securely whilst also benefiting from the "assured delivery" capability of WebSphere MQ.

**Integration Toolkit:** Series of pre-built IBM WebSphere components that reduce the time and risk to successful delivery of your integration project.

**Membership Management Portal:** On-line membership solution providing real-time collaboration between members as well as self-service user administration resulting in greatly reduced running costs.

**Portal Development Framework:** Re-usable pre-tested portlets that have been developed to shorten development timeframes and reduce risk to delivery.

The above solutions require a combination of IBM software, third-party ISV products, and Strategic Thought consultancy services in order to customise the solution to your requirements.

## Unbeatable Customer Service

Our customers know that they can call their dedicated account manager with a simple support request or a licence administration issue, and the matter will be resolved quickly and efficiently. They also know that if they are thinking about, say, integrating Siebel with their Portal Intranet, then Strategic Thought will be able to help them evaluate how to deliver the business requirements in the most cost-effective manner.

We have very close links with IBM's development, delivery, and support infrastructure. Our consultants are involved in user groups, beta programs and product development forums: experience and knowledge from such activities is fed directly back to our customers.

We are also a Microsoft Gold Partner and have extensive skills in MS development technologies (such as .NET) delivering solutions in particular in the retail and industrial sectors. Our proven ability in multiple technologies allows us to offer our customers greater flexibility in solution choice as well as more impartial and wide-ranging advice.

**It is important for business-efficiency to know that you can receive an all-round service from just one partner and it makes commercial sense too.**

For more information, please contact

t: +44 (0)1628 582 500  
e: [sts@strategicthought.com](mailto:sts@strategicthought.com)

[www.strategicthought.com](http://www.strategicthought.com)

