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White Paper

Square pegs in round holes, has this become the state of computer systems in countless organizations?

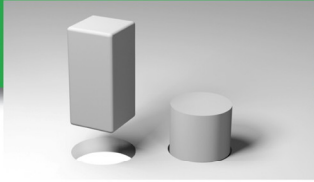
Many organizations are now running computer systems, primarily software, that support the bureaucracy of the organization, but do not support their mission or core purpose, nor effectively meet the needs of their customers. This is mostly standard, off the shelf software that does not fit the organization. The software offers functionality that the company does not need, and lacks functionality that the company needs. Organizations often create workarounds to make the square peg, the software, fit in the round hole, the needs of the organization. This generally makes their systems less efficient and can lead to inaccurate data as the information is often manually reentered in this process. This systems environment impedes the ability for an organization to be truly productive and successful, to support their mission or core purpose and to meet the needs of their customers. These systems hinder the organization instead of enhancing it.

There are several factors that have brought us to this point. First is the move from mainframe and mini computer environments to PCs and client/server and web based applications over the past couple decades. In the mainframe and mini computer environments, most programs were custom. A business developed programs to specifically meet the needs of their organization. This was also a time when business models were fairly static, where they changed very little. This meant that the programs were also fairly static.

Move into the present day and we have client/server and web based applications that are generic, applications that are designed to meet the needs of multiple organizations. At the same time, business models have become more fluid, ever changing to keep up with a dynamic business environment. These are conflicting forces; the dynamic business environment requires a flexible system that can be customized to meet the needs of the organization, while the generic software gives you a standard system that meets some of those needs, but not all.

If you want to run a Customer Relationship Management system, you purchase one of the several available, install it, set some parameters to “customize” it and run it. As generic software, it is designed to meet the needs of many organizations, but it does not address the specific needs of any one organization. Generally you get functionality you do not need and lack functionality that you do need. It lacks the flexibility the organization needs to meet their mission or core purpose and the needs of their customers.

In this scenario, the software is driving the business. The software becomes a constraint to the business instead of supporting it.



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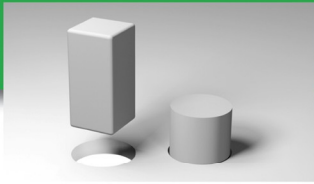
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To be successful, an organization depends on their ability to effectively meet their own needs and the needs of their customers, both today and in the future. This means having systems, both human and computer, that are efficient and flexible, that can easily change with the needs of the organization, systems that are in synch with the mission or core purpose of the organization. Computer systems that effectively and efficiently interact with your organization.

From a hardware standpoint, your hardware should provide users with a productive working environment. This would mean having a plan in place to keep your equipment up to date, as well as having efficiently located printers and other peripherals.

From a software standpoint, your software should support the mission or core purpose of your business, both today and in the future. It means making sure that the users are properly trained in the usage of the software, whether something as simple as a word processor or specific software used to run your organization. It means keeping your software up to date.

Software, beyond the standard office applications, should be flexible. This can take several forms, from the existence of fields you can define and utilize for your purposes, from having the ability to define your own data tables and maintenance screens, or by being able to extend the database with an auxiliary program. This auxiliary program must integrate with existing databases and offer tools to fill the voids in the generic software.



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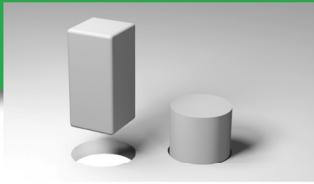
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We have to start putting round pegs into round holes, i.e., computer systems that meet the needs of the organization. Organizations need to understand their needs before making any purchase or design decisions and have to purchase and/or design software that meets the following three (3) criteria, it must be **Relevant** to your organization, it must increase the **Integration** of your data within your business, and it must improve the **Productivity** of your business.

Relevance: For your computer system to be Relevant to your business, it must support and be in alignment with the mission or core purpose of your business. Before purchasing or designing software, you need to understand the mission or core purpose of your organization. It is from that place where you can purchase or design software that is truly relevant, that will provide the integration and productivity that your organization needs.

Integration: Increasing the integration of your data within your business means that your computer systems need to handle all of the data within the organization, both from an input and output/reporting perspective. Data should be entered once, generally by the first person in the organization to see the information. The data needs to be readily available in a suitable format for both staff and management to use. Having a good, easy to use report writing subsystem can help, allowing staff to request information they need when they need it without the need for systems staff.

Productivity: To improve the productivity of your business, your computer system must provide ease of input; ease of access to required computer equipment (printers, scanners, etc.); and accurate, timely and relevant reporting that supports the organization's decision making process.



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Designed To Fit, LLC has made it our goal to make your computing environment a round peg in the round hole of the organization. We assist organizations in meeting their business and customer needs.

We perform an audit of your organization, starting with the organization's mission or core purpose, and evaluating how the staff uses the computer systems in support of the mission. These audits are performed at a department level, with a full organization audit being the integration and summation of all department level audits. The results of the audit will show where the computer systems are relevant, where they need to be more relevant, and where they are not relevant. We provide options on how to resolve these issues and capitalize on the strengths of the computer systems.

We also provide periodic system re-audits. Depending on your business, every 6 to 18 months we perform a mini audit to see if your business model has changed and if so, whether your computer systems have continued to meet your needs. If they have not, we will make recommendations to bring them back in line with your business.

We provide system design services, with the goal of creating systems that are highly productive and highly relevant to the organization.

We can assist with the implementation of solutions, whether it is adjusting your current computer systems or assisting with the design or purchase of a new system.

When services are needed that Designed To Fit, LLC does not provide, we can provide referrals to other organizations that do provide those services.