

# Interim Systems Development

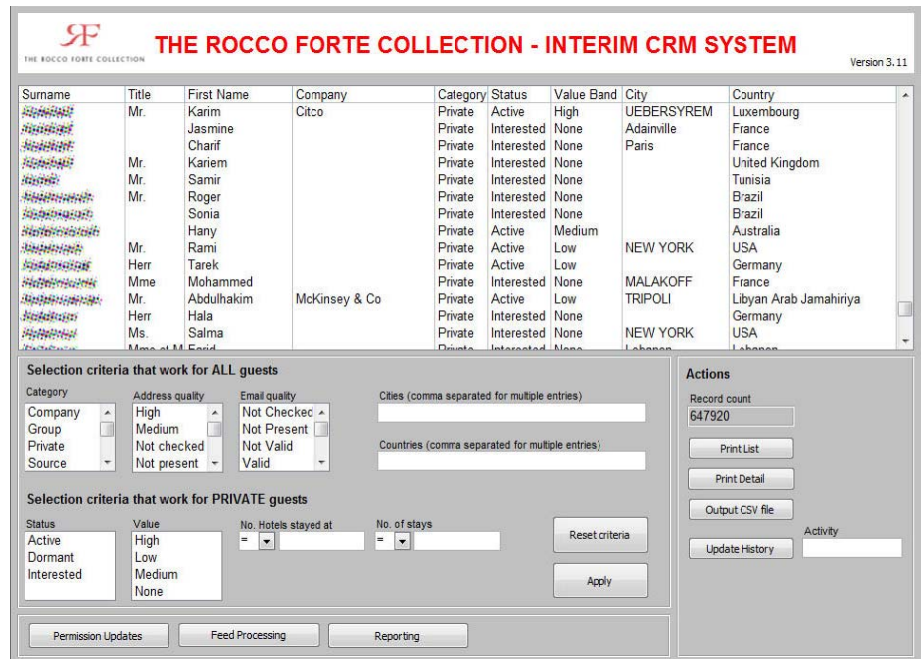
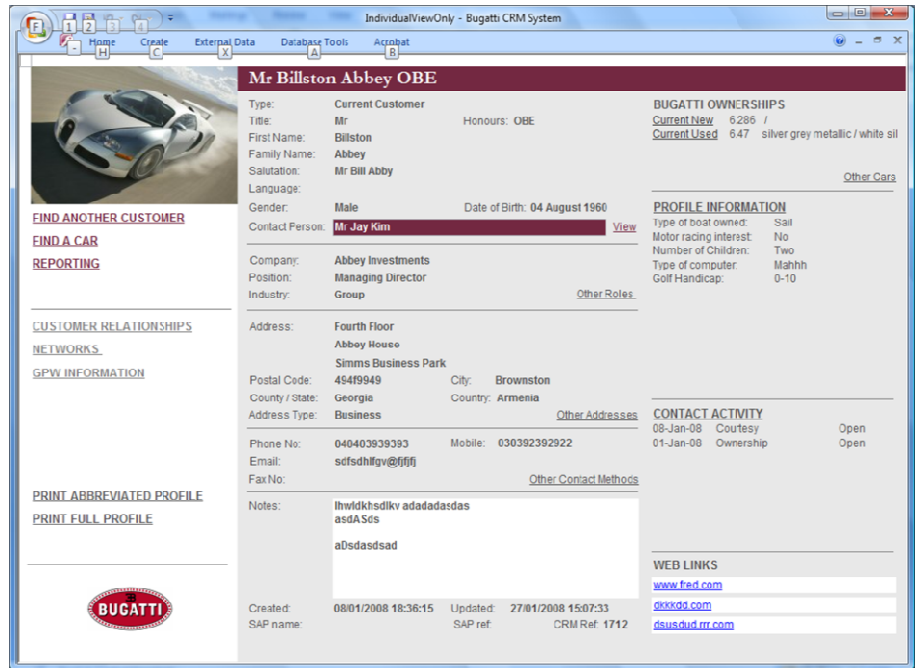
## Testing out new ways of working before making big IT investments

Developing a new system or even implementing a new Customer Management software package can be expensive and painful. Much of the cost often comes from re-working poorly conceived functionality or trying to implement systems for which the organisation simply was not ready. It's great to have a system that provides customer lifecycle management but has the thinking and testing been done to see if this is the right thing at the right time?

Interim solutions provide an ability to deploy and test both strategic and tactical capabilities in a way that enables you to focus on the process and business changes rather than detailed specifications of the systems to deliver them.

The Customer Framework approach uses rapid development approaches to provide PC or Web-based applications that are cheap and easy to modify as experience and learning develops, and that allow new processes and practices to be tested.

Far from being 'throw away' investment, systems developed in this way have invariably paid for themselves in reduced overall development costs and faster exploitation of market opportunities.



The Customer Framework™ is a portfolio of Tools, Replicable Methodologies and Unique Intellectual Property deployed by a network of Expert Practitioners who support large organisations in delivering their Customer Management activity effectively and efficiently.

It is based on an ethos of robust but lean solutions to client challenges backed up by thought leadership, constant innovation and validated best practice from across the globe. Every tool and methodology has been used multiple times in blue-chip clients. They integrate around a widely accepted model of customer management and a flexible deployment process.