

INFORMATION SYSTEMS & BUSINESS INTELLIGENCE CONSULTANCY SERVICES

1. Scope

INDEVCO's Information Systems & Business Intelligence (ISBI) Consultants advise, and provide clients with information systems and business intelligence solutions in line with rapidly evolving platforms and tools. ISBI Consultancy emphasizes advanced and robust systems that provide clients with high level of automation, proactive analysis and flexibility to adapt to and lead ongoing changes in the business environment.

2. Objectives

INDEVCO's ISBI Consultants engage directly with clients to:

- Analyze client business processes/needs, translate them to specific information systems requirements, and develop functional and design specifications
- Provide business analysis consultancy, recommend business process engineering / re-engineering and assist in developing business process architectures and related maps; recommend suitable solutions and methodologies to ensure client optimal and automated operation
- Advise on the latest software solutions, ERPs, packages, components, releases and tools, along with the best practices for development methods, protocols and techniques, in order to ensure the client is able to scale and adapt to the latest industry trends
- Translate functional requirements into robust, scalable, supportable enterprise resource planning (ERP) solutions, with full development cycle end-to-end - from design, development, testing, and implementation to documentation, delivery and maintenance
- Provide software solutions (Windows & Web platforms, mobile apps ...) along with corresponding automation processes covering all client business and operation cycle.
- Recommend, assist, and develop systems integration covering design, process, and execution

- Assess and assist in developing and translating long-term strategic BI goals into dynamic decision support systems through delivery of smart / interactive management dashboards, multidimensional cubes, data mining / forecasting, as well as smart reports with data integration, replication, aggregation, and consolidation from multiple sources for multidimensional reading and analysis
- Provide Business Intelligence, data analytics, and predictive analytics solutions covering all client operation aspects and data marts toward client pro-active and optimal decision making
- Assist in executing software solutions projects from requirements identification through delivery of and training on the client's final product
- Assist in monitoring, improving, and streamlining client processes regarding functionality, data flow and data quality for better data accuracy;
- Provide auditing services toward systems, processes, and data in order to assure lean operation functions, efficient processes, and high level of data accuracy.
- Recommend service offerings for system administration, technical support, maintenance, and training, in order to support the client's questions, concerns, and problems
- Recommend systems, processes, and automation best practices for efficient business operation and workflow
- Assist in developing KPIs to measure operation and business processes efficiency and performance
- Recommend changes in organization structure to take benefit from the automated functions and processes.
- Provide R&D (research and development) services to come up with innovative solutions to meet business success

3. Global Network

INDEVCO provides specialized Technical & Consultancy Services through a global network of employees, consultants, and technical advisors located in Lebanon, Europe and the United States and in coordination with research and development centers and laboratories around the globe.

Technical & Consultancy Services are focused on industrial manufacturing, including but not limited to the production and trade of forestry and paper products, tissue, plastics, corrugated packaging, aluminum, consumer and away-from-home disposables, and other related products for B2B and FMCG sectors.