Diagnosis, Design & Delivery

How we Help our Clients Survive & Thrive

The Solus Group LLC (SG) offers these services:

1. Big Data Engineering and Science
2. AWS Architecture
3. AWS Academy Accredited Instruction on Cloud Architecture

Visit www.thesolusgroupllc.com for details about how our service offerings help you.

How the Universe Works: Like all organizations, SG resources are limited and must be focused to achieve their greatest potential. SG management knows that it can not be all things to all people and will devote our energy only to the best opportunities available. We respect our time and expertise, and view our group as a valuable resource. We also expect our prospects and clients to do the same.

A Brief Introduction to SG

If we could solve our own problems, then we would not have gotten in trouble in the first place. That is a human trait which we all share.

The movements from your present state of troubles to a resolution is a transformative journey, which are part of a purposed filled life.

The transformative journey is across treacherous terrain filled with known and many unknown obstacles. Success is uncertain. The risks are high.

Whether the problem is that we want to survive or to thrive, fools rush in where angels dare to tread.

Each of us benefits from taking a guide along a transformative journey across treacherous terrain. The guide's been there and done that.

The guide has the plan, the working plan, the plan that the hero uses to bring order out of chaos, to resolve the frustrations and problems.

The Guide with the Plan

In each area of service, SG adopts a BPM rooted in collaboration and which guides you through to a resolution of your frustrations/problems.

We help our clients in 1 or more of 3 ways:

- Diagnosis
  - You require outside expertise to diagnose your current situation
- Design
  - You may not have the ability to design your optimal solution
- Delivery
  - You may not have the ability to implement your solution, integrated with your current systems, and deliver the expected results to your stakeholders
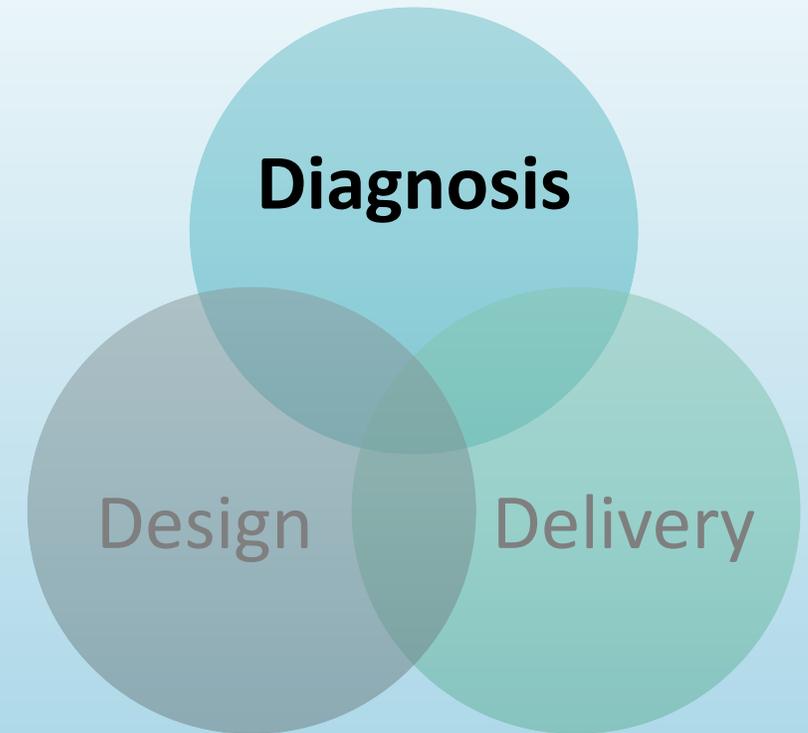
Diagnosis

Design   Delivery
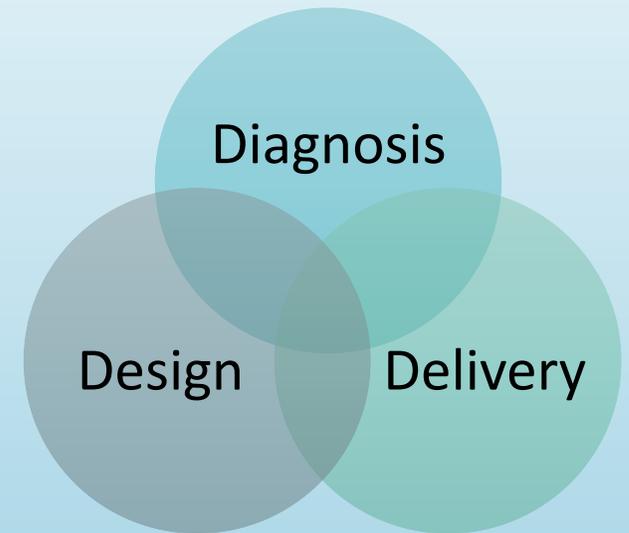
Business Process Model (BPM)

Collaborative and always **featuring *you***

- A shared exploration of your current situation.
- Clear and precise communication and collaboration, leading to a continuous state of mutual understanding.
- You take ownership and are more likely to act.

Progresses from:

- **Job responsibility**
  - always starts by asking you for an observation.
- **Indicator**
  - the evidence of the problem/unaddressed-opportunity. It explains what's happening.
- **Consequence**
  - the problem/unaddressed-opportunity's impact and severity. It explains what and who is being affected, and how bad the condition/problem is.
- **Cause**
  - the origin of the problem/unaddressed-opportunity. It explains why it is happening.
- **Priority**
  - the problem/unaddressed-opportunity's position relative to other issues in your organization. It explains whether and when the condition/problem is worth resolving from your perspective.

Diagnosis

When the Diagnosis phase concludes in an *actionable state*, the stakeholders have made 4 decisions, you have decided:

1. That the physical evidence of a problem/unaddressed-opportunity is compelling enough to quantify its impact;
2. On the financial impact upon your current situation;
3. That the financial impact is unacceptable, and
4. To pursue a solution capable of addressing the impact.

Collaborative and always **focused on** *your expectations for solution outcomes*

- A shared exploration of your current situation.

- Clear and precise communication and collaboration, leading to a continuous state of mutual understanding.

- You take ownership and are more likely to act.

We work through the Design phase with you.

Together, we co-create the *parameters of the solution*:

- **Outcomes**
  - Quantify the financial impact of desired outcome
- **Measurement criteria** (KPIs)
  - Test to verify and validate produced value
- **Resources**
- **Timing**
- **Alternatives**
  - The consequences of your current situation form the basis of your selection criteria.

Design

Diagnosis

Design

Delivery
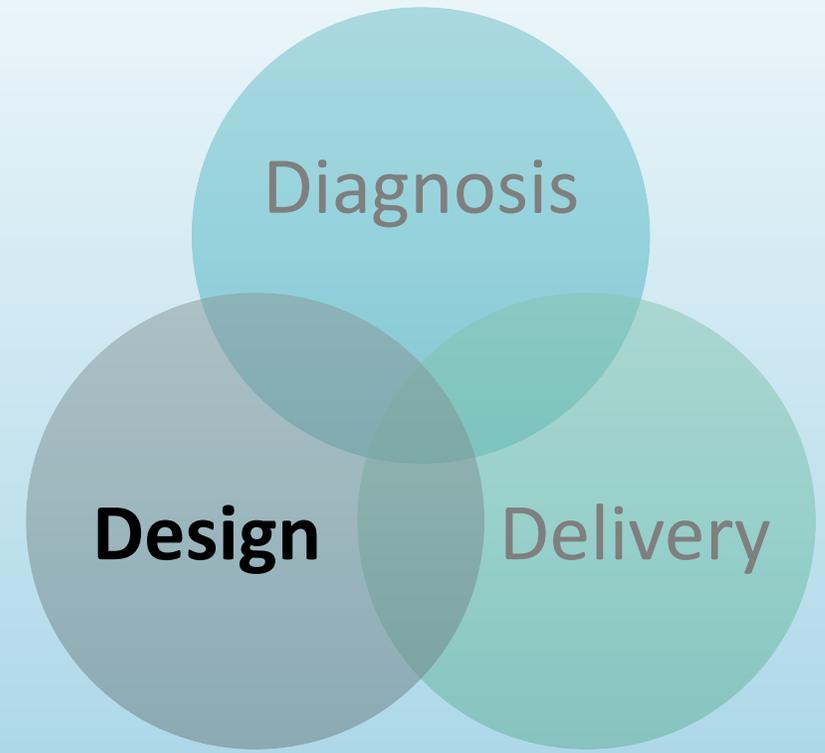
When the Design phase concludes in an *actionable state*, the stakeholders have made 5 critical decisions, you have decided:

1. On realistic expectations for solution outcomes;

2. On a preferred approach to achieve your expectations;

3. On the value you should receive;

4. What you will invest to receive that value, and

5. When you want the solution in place.

Collaborative and always **focused on** the *delivery of value expected by stakeholders*

- You take ownership and act in your best interest, with confidence.
- Confirmation of your decision to complete the solution purchase.

The Delivery phase is focused on #1 goal:

The successful achievement of the solution's value and the establishment of a competitor-proof post-sale relationship between you and SG.

Support

- SG continues to work with you after Delivery to ensure you get optimal value from your solution

Diagnosis

Design   **Delivery**

Delivery
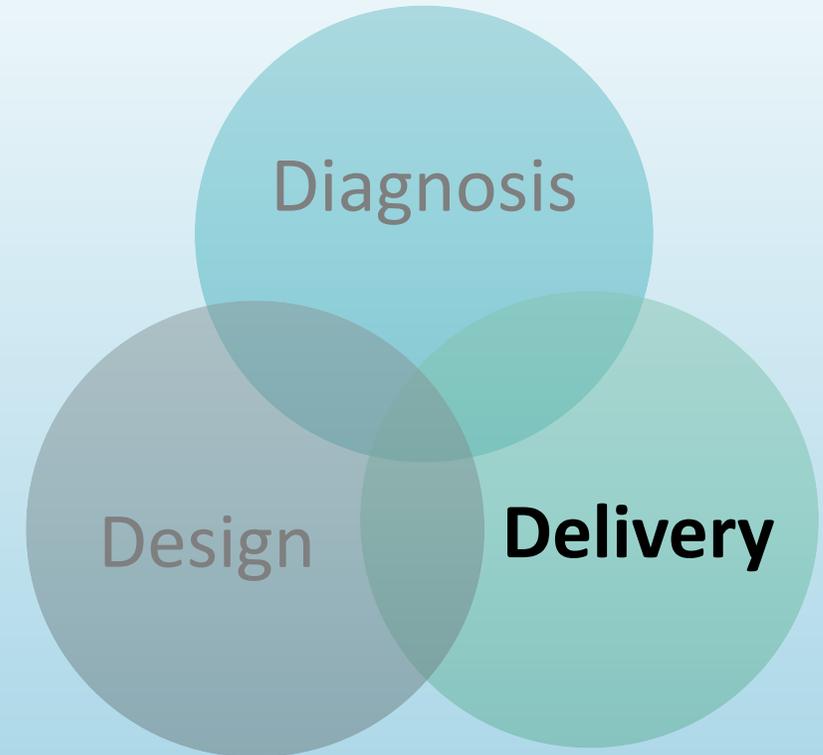
- Phase 1 – Proof of Value (POV)

  - Covers core solution outcomes;
  - Activity-based costing identifies activities required to support the POV and assigns the cost of each activity to the solution outcomes you have chosen

- Phases 2:N – Use Cases

  - Every phase is based upon a testable and quantifiable Use Case, which has its own measured value proposition, and which identifies how to verify and validate its outcomes.
  - Activity-based costing identifies activities required to support the Use Case and assigns the cost of each activity to the Use Case you have chosen
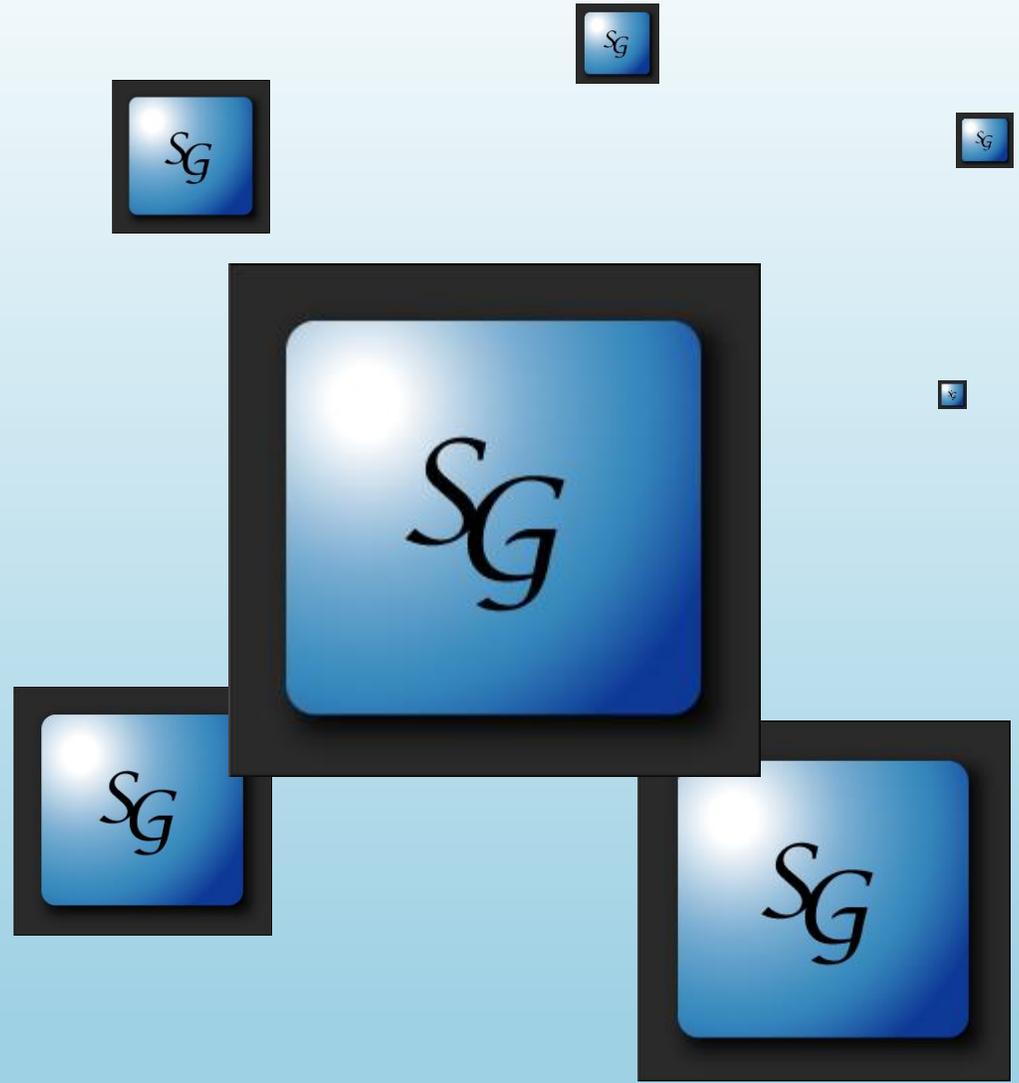
Benefits:

- Collaborative and focused on you & the delivery of value expected by stakeholders.
- Speaks your language:
  - A decision criteria that follows 5 rules:
    1. The issue we propose to address must be relevant in the larger context of your business.
    2. The statement of value assumption must be valid.
    3. The problem and the solution must be actionable.
    4. The solution's value must be measurable.
    5. There must be consensus and alignment around the findings, conclusions, and final decision.
- You take ownership and are more likely to act in your best interests, with **confidence**
- Transparent Activity-based cost model
- ***Clarity of value that you will achieve*** as a result of implementing your solution
- On-going Support from SG.

Diagnosis

Design

Delivery

How You Benefit
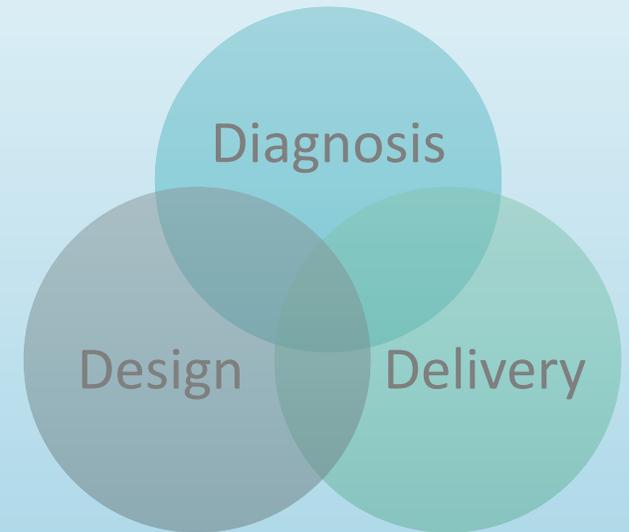
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