



A focus on
IT systems

operations solutions

interventions and process optimisation

systems management

professional services.

OIM consultants have been assisting clients with the implementation of IT systems to help them achieve optimised business effectiveness since the late '90s.

OIM offers:

1 Comprehensive
IT project management
services.

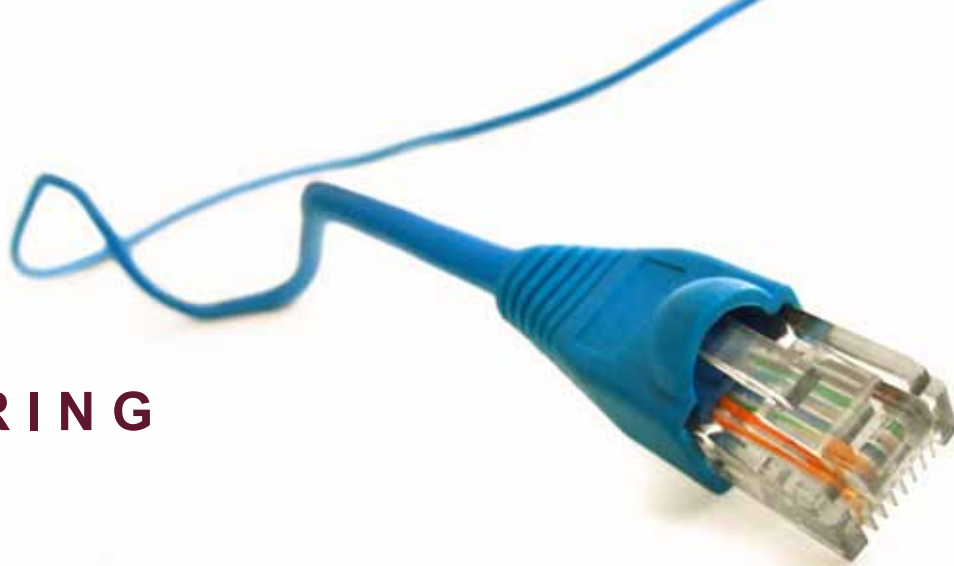
2 Specialised resources
for specific
client projects.

The outcome is applied systems, configured to meet your operational and strategic business requirements.

For more information mail info@oimgroup.com or call Arjen de Bruin on 083 454 5795.

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OUR OFFERING

1 project management

OIM regularly manages IT projects on behalf of clients, including helping them with:

- System selection
- System implementation
- Turnkey solutions

Various methodologies are used to ensure the successful implementation of projects, including SDLC and Agile. We also have extensive experience in business process management technologies such as workflow and electronic content management (ECM).

OIM has a network of specialists who can be placed on IT projects, including:

- **Programme managers:** To manage multiple projects in a programme
- **Project managers:** To implement a specific IT project
- **Process analysts:** To map processes for various architectural needs in the IT environment
- **Business analysts:** To create business and functional specifications for the design and testing of systems

2 specialised resources

These specialists have experience in a wide range of industries and project-specific qualifications such as Prince2, PMBOK, Cobol, ITIL, Agile and Scrum.



professional services.



THE OIM DIFFERENCE

- Our experienced operations solutions consultants have worked on systems in the following areas:

- Point of sale
- Call centres
- Line of business (LOB)
- Electronic content management (ECM) and workflow
- New business applications

- Clients that have benefited from our expertise in systems management include Absa Life,

Metropolitan, Mutual & Federal, Old Mutual, Sanlam, Southern Sun, Clickatell and Clicks.

- Clients also have access to OIM's expertise in organisational improvement and people management. This includes strategy development, business architecture, leadership development, employee relations, employee engagement and change communication. All of these solutions are seamlessly implemented by specialists in the core business areas.



OIM's operations management team has experience in both business processes and systems management, providing clients with a comprehensive service and in-depth knowledge in these fields.

Contact us for more information about our operational interventions, including:

- Operations reviews
- Maintenance optimisation
- Workforce management
- Continuous improvement
- Business process analysis and redesign (process re-engineering)