

success story



NouvEON's Package Selection Methodology Identifies Optimal Solution for PEM America

■ ■ ■ ■ INTRODUCTION

PEM America, Inc. was founded in 1993 as a major supplier of quality bedding, bath and home goods to department, mass merchant and dollar stores. PEM's US operations are headquartered in New York City, with a distribution center nearby in Edison, New Jersey. Major manufacturing bases are located in China and India with smaller facilities throughout the world.

As a major manufacturer with locations globally and a supplier of goods to retailers nationwide, PEM's Information Systems are critical to the success of their business. However, the current systems being utilized for their core financial, distribution and warehouse applications were old, fragile, non-integrated and severely limited in functionality. Additionally, several of PEM's key business applications were located on an out-dated DOS-based platform, making reporting and analysis cumbersome and inefficient.

■ ■ ■ ■ CHALLENGE

As a result of the out-dated systems, many of the current business processes were subsequently inefficient, time consuming, and required costly manual processes. PEM recognized the need to upgrade their operational applications, however, they did not have the necessary internal resources and expertise to plan, coordinate and implement the change. PEM needed an experienced Program Manager to assist in the development of system requirements, identification of potential solutions and evaluation and recommendation of a new solution.

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■ ■ ■ ■ THE SOLUTION

PEM America engaged NouvEON to lead their Requirements Definition and Package Selection project. NouvEON implemented their Package/Solution Selection Methodology to create a blueprint identifying tasks, deliverables and an approach to conducting the software selection. Using this approach, NouvEON was able to leverage PEM America's existing infrastructure, resources and technologies to determine the optimal solution for their needs.

NouvEON followed the methodology's structured approach to define and understand PEM's requirements, evaluate potential solutions and select the appropriate vendor. NouvEON's methodology served as a facilitator for selecting the solution that would best support PEM and identifying opportunities to reengineer existing processes or build new processes according to industry best practices. Progress towards the project goals was monitored through key milestones delivered in the Requirements Definition and Selection phases.

In the Requirements Definition phase NouvEON defined the functional and technical requirements with consideration to PEM's budget, timeline and ongoing support. Information gathering exercises were conducted with PEM's key business and technology stakeholders. The data was synthesized to create a formal Requirements deliverable. This prioritized list served as the criteria by which packages and solutions were measured during the Selection phase.

Six potential packages and solutions were evaluated. After review of preliminary information and product demonstrations, coordinated by NouvEON, PEM was able to eliminate four of the potential solutions. NouvEON then conducted comparative analysis of the two remaining solutions in the following five weighted areas; functional fit, technical fit, vendor viability, service and support, and cost, with functional fit carrying the most importance at 50%.

■ ■ ■ ■ THE RESULTS

NouvEON's detailed analysis revealed that one solution possessed a clear competitive advantage over the other and enabled PEM America to make an informed decision regarding their operation applications upgrade. The optimal solution fit PEM's technical and functional requirements while maintaining their defined budget. NouvEON also provided recommendations for the next steps towards implementation of the selected solution. NouvEON's robust and streamlined approach to Package Selection enabled PEM to make the best decision possible, without exhausting too much budget before the implementation. The tools NouvEON brought to the project streamlined the work products and enabled PEM to focus on selecting the best system to meet their needs.

PEM, pleased with the delivery of the Requirements Definition and Package Selection project, engaged NouvEON to lead the Implementation phase.

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NouvEON Services provided:

- Package Evaluation/Selection
- RFP Evaluation
- Comparative Analysis
- Project Management
- Process Improvement

NouvEON Technologies Used:

- MS Visio
- NouvEON's Proprietary Package Selection Tool
- MS PowerPoint, Excel