

iRise and Deloitte Consulting



Enhancing the Value and Integrity of Consultative Partnerships

Customer Success

As one of the world's most respected consulting firms, Deloitte Consulting and its strategic partners provide collaborative business services that deliver compelling, cost-effective results for clients. Of these services, the development of mission-critical applications is one of the most significant. It also one of the most challenging.

Faced with of the constant threat of rework and cost overruns, Deloitte Consulting is arming its project teams with an application simulation solution from iRise that is revolutionizing the approach to application definition. By producing tangible, real-life visualizations of applications, iRise enables Deloitte to determine requirements and gather consensus before deploying billable personnel. Deloitte's project teams are using iRise's visual simulation platform to eliminate rework costs, increase profit margins, and deliver applications on time and within budget. In addition, application simulation represents a powerful sales tool. They are finding iRise to be a valuable difference-maker in outbidding competitors, winning new business, and strengthening client partnerships.

Building Stronger Partnerships by Building Trust

Today's businesses are under mounting pressure to increase productivity and contain costs. Improving the efficiency of internal processes is at the heart of these initiatives. Whether it's streamlining communication or developing new applications, business analysts are on the front lines of impacting operational efficiency. The challenges they face are daunting, and it's why many turn to consulting firms for assistance.

Deloitte Consulting is one of the largest integrated business consulting firms in the world. With more than 60,000 consultants deployed across 144 countries, the firm's partners assist clients in a variety of critical projects – from IT planning to system integration. Among its services, Deloitte Consulting is finding a growing need to help clients define and develop Web-based applications. This is easier said than done. The firm's partners face competition in generating new business and constant pressure to execute projects quickly, placing the value – and promise – of Deloitte's "consultative partnerships" at stake.

Corporate Profile

- Deloitte Consulting is one of the world's premier integrated consulting firms, with more than \$15.1 billion in revenue and 60,000 consultants in 144 countries.

Business Challenge

- Strengthen client partnerships by ensuring efficient application development processes that lower production costs and ensure quick, reliable delivery.

iRise Solution

- Visual simulation and validation of requirements for clients' business users during application definition process.

iRise Products

- iRise Application Simulator platform



The Challenge of Defining Application Requirements

For Deloitte's partners, visualizing an application's functionality, usability, and design during the application definition stage – before development takes place – is crucial to ensuring successful projects, let alone securing new ones. Unfortunately, traditional text-based approaches often leave much to be desired. After all, gathering requirements and consensus via whiteboards, Microsoft® PowerPoint® slides, and Word documents is prone to errors and miscalculations, many of which become painfully apparent late in the development process.

When this happens, the consequences are too significant to ignore. Insufficient planning. Change orders. Rework costs. Rollout delays. Cost overruns. Wasted opportunity costs. Poor user adoption. Imperfect – or worse – unusable applications. Finding a way to remove ambiguity and rework from the development process is a constant challenge. As if such a challenge wasn't imposing enough, trying to accomplish this task within a fixed-bid consulting model in which cost overruns threaten profit margins merely heightens the urgency to get plans right the first time.

Application Simulation's Value to Partnership-Building

Deloitte partners understand the incentive in producing well-defined application requirements. Proper planning prevents rework and drives client adoption. For this reason, more and more Deloitte partners are adopting a forward-thinking solution to safeguard existing projects and generate additional revenue from current clients and prospective accounts.

The solution, an application simulation platform from iRise, provides Deloitte partners with a competitive advantage that is tipping the scales in their favor when pursuing new business. The reason? It enables partners to present real-life visualizations of client applications during the proposal process. These simulations allow Deloitte to more effectively communicate their understanding of the client's business objectives than traditional text-based proposal methods.

Once a simulation is created, partners can gather consensus among key client stakeholders with more confidence. By the time a client's line-of-business managers review a simulation, the application has, in effect, already been tested to meet their needs. Gathering consensus has never been so easy. In the end, the iRise simulation provides clear specifications for implementation teams and helps drive a client's user adoption by ensuring that applications are delivered as ordered.

"iRise certainly gives us a strategic advantage in outbidding competitors and winning new business," said Deloitte Consulting Partner Frank Pisciotta. "The Application Simulator increases our confidence in gaining customer acceptance for application requirements and workflow. When this happens, we minimize risks of rework costs and validate our consultative value in the eyes of our clients. Whether it's cost avoidance or a smoother definition process, iRise enables us to strengthen our client partnerships and create greater business opportunities for our future."

Case in Point: New York Department of Public Education

Several Deloitte teams are using iRise's Application Simulator on various projects. For example, the New York Department of Public Education's Office of Professions, which issues licenses for more than 45 professions, is one of them. The state organization was experiencing rising volume and wanted to migrate the licensing process to an automated system. Although the application process was online, the license approval process was highly manual. Keeping up with the surge in approval requests was becoming extremely difficult. In addition, the office wanted to integrate renewal, discipline, investigation, and complaint functionality into the same system.

The state office enlisted Deloitte Consulting to execute this project which had already suffered from several failed attempts. The client made it very clear that the previous failures could be directly attributed to the requirements. In order to mitigate the risk associated with misinterpreted and misunderstood application requirements, the project team employed application simulation with iRise. Consultants gathered requirements to pages and navigation flow. Using iRise, they created simulations to demonstrate various use cases. As many as 60 stakeholders would need to

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- Frank Pisciotta
Partner

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review and approve the final simulation. It was no easy proposition.

Fortunately, the simulation's real-life nature enabled the consultants to garner feedback and achieve key buy-in before billable software developers were deployed. After making refinements to the simulation, implementation teams began development with a battle-tested plan to guide them.

A True Value-Added Partner

Prior to its adoption of iRise's Application Simulator, Deloitte Consulting employed text-based methods for application definition that, according to Pisciotta, had passed their time. Finding a way to mitigate the risks of application development and gain competitive advantage during the proposal process was imperative. With iRise, more and more of the firm's partners are delivering quality business applications and generating new business as a result. iRise gives Deloitte partners a powerful selling tool to outduel competitors, protect fixed-bid margins, and generate greater revenue opportunities. For clients, leveraging Deloitte's consultative partnerships just got better.



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