



Needs Assessment & Business Requirements

While companies may share common problems, each situation is unique and therefore the solutions to those problems may be equally specialized. We do an in-depth analysis of your company and its relevant business groups.

Is your company international or strictly domestic... what platform do your internal systems run on and what technologies do you have in place... how many regular employees do you have... how many contractors... does your business deal in multiple currencies... is your industry bound by special government regulations?

Depending on your problem, a full understanding of how your company and key department(s) operate will help us select a technology solution tailored specifically for your needs.

Here is a brief overview of how the process works:

1. **Problem** - Your company identifies a problem or need.
2. **Needs Assessment** – CFC works with your key business group(s) to get a clear understanding of the problem, your current needs, your future needs, and an insight as to the direction your company wants to go in the next several years.
3. **Create Business Requirements Document** – We'll create the template for the project's Business Requirements and assist you along the way in collecting and documenting all pertinent business and system requirements. Once completed, this document can also help serve as input for the design and/or implementation effort.
4. **Research** – We work with our contacts in the industry to find out what technology solutions are available, what are similar businesses using, which technologies have the highest customer satisfaction ratings, etc.
5. **Evaluate Solutions** – We then evaluate the various technologies and determine which options fit your specific business needs. We assess the pros and cons of each potential solution (best fit, cost comparisons, projected deployment timelines, etc.) and present those results and options to you for determination.
 - **Buy vs. Build** – Ideally, a ready-made solution will exist on the market that will handle all of your needs. But occasionally, a technology solution will need to be customized to fit your particular business requirements or,

in some cases, will need to be designed from scratch to accommodate your unique business specifications. We research all potential solutions and then document and present them to you for review and decision.

6. **Help Documenting Business Requirements** – We continue to document, or help your own people “flesh out” the Business Requirements document, including current and proposed process flows, performance requirements, technical specifications, issues, projected costs and deployment schedule.
7. **Executive Approval Support** – We will help you prepare the senior management or Board presentation to support you in receiving executive buy in and approval
8. **Intermediary & Deployment** – Once the technology solution has been approved, we act as the intermediary between your IT group and the technology source, negotiating the best available price, coordinating delivery, and helping to oversee deployment and user training.