



REDUCING THE COMPLEXITIES AND RISKS OF IMPLEMENTING INFORMATION SYSTEMS



GROM provides consulting services for information management systems for a wide range of industries in order to help them bridge to the new economy. We have an enviable reputation for consistently delivering high-quality service without the overhead and hidden costs of large consulting firms.

Our business philosophy and focus: Help our clients reduce the risks and costs associated with investing in new information technology through our extensive experience and knowledge.

WITHOUT question, the benefits of today's new global information software solutions are considerable. They help streamline business operations, reduce time-to-market, enhance customer service and improve profitability.

The downside risks in implementing any new system, however, can be equally great: implementation problems, cost overruns, user frustration and delays in realizing return on information.

To successfully manage these risks and maximize the benefit to your company, you need more than a software consultant, you need a consulting and implementation partner who is:

- Focused on achieving critical milestones and delivering business results
- Knowledgeable about the dynamics of your industry and the unique requirements of your business
- Adept at building solid, collaborative working relationships with your existing project teams
- Large enough to handle major assignments and also flexible enough to deploy small teams to meet specific project needs

Welcome to GROM. We are a premier consulting services partner that is all of these things, and more. Our business, operational and technical proficiency coupled with our ability to deploy and manage the right professional teams for any assignment—from ERP to e-business—has been successfully demonstrated through hundreds of engagements since 1982.

Why do so many major corporations choose GROM as their consulting partner? Our unique ability to combine our own resources with those of your organization allows us to implement the solutions you need in a more cost-effective and timely manner.

GROM can quickly deploy the resources you need to implement the very latest Enterprise Resource Management, Business Information Warehouse, Customer Relationship Management and Supply Chain Management packages as well as a full complement of e-business systems.



GROM Consulting Services

- Enterprise Requirements Planning
- E-Commerce
- Supply Chain Management
- Customer Relationship Management
- Product Life Cycle
- Strategic Enterprise Management
- Advance Planning & Optimization
- Business Intelligence
- Financials
- Logistics
- Sales & Distribution
- Warehouse Management
- Materials Management
- Production Planning
- Plant Maintenance
- Quality Management
- Project Systems
- Human Resources
- Industry Solutions
- Logistics Enterprise Solution
- Data Warehouse



PUTTING LARGE ORGANIZATIONS ON THE FAST TRACK TO IMPROVED PERFORMANCE



GROM is a certified SAP National Implementation Partner® recognized as a proven performer whose dedication, flexibility and creativity help us complete projects, on time and on budget. GROM consultants include Platinum Level professionals (the highest SAP professional designation), business consultants and technical consultants.

GROM's commitment to your success is supported by our twelve-year relationship with SAP America, Inc.



SAP America, Inc has consistently recognized GROM's consulting expertise and implementation service.

GROM's long-term experience with SAP®, which began with one of the very first SAP implementations in the U.S., has helped a large number of Fortune 500 corporations gain greater performance benefits and more immediate return on information from their information management systems.

Companies such as Lockheed Martin, Colgate-Palmolive, and IBM among many others, have turned to us for more cost-efficient automation and integration of all their business functions: Logistics, Sales, Purchasing, Manufacturing, Finance and Human Resources.

Our rapid-response and implementation experience started with SAP methodologies such as Accelerated SAP (ASAP®) and migrated to ValueSAP® with mySAP.com®. Our certification status coupled with our business strategic direction and operational experience can help your company more cost-effectively Web-enable and revitalize your competitive posture.

The hallmarks of GROM's value-added service

- Reduced implementation cost with faster return on investment
- Technological proficiency with all hardware platforms, middleware and programming languages
- Business acumen with a wide range of industries and functions
- Ability to integrate best-of-breed solutions with legacy systems
- Better alignment of business goals with applications for all business process areas
- Focus on implementing truly customer-oriented systems
- More thorough knowledge transfer for greater client self-sufficiency

Since SAP implementations are only as good as the people assigned to complete the project, all GROM project managers are qualified professionals, highly motivated and capable of making key project decisions.

You'll also find GROM consultants extremely easy to work with. We are flexible team players for whom no task is too small when it comes to completing your project on time.

Our goal: Cost-effectively implement a user-friendly, self-sufficient system that meets your operational and strategic objectives.

GROM is a National Implementation/ AcceleratedSAP (ASAP) Partner®. ASAP is the standard methodology for implementing SAP solutions quickly, efficiently and economically. In addition, GROM is a mySAP.com Partner.

SAP Services

mySAP.com

- Workplace/Marketplace
- B2B E-Commerce
- Collaborative Planning
- Online Selling
- Logistics/Shipping
- Invoicing/Payments
- Buying/Procurement
- Marketing/Promotion
- Knowledge Management/ Research
- Electronic Catalogs
- Employee Self-Service

SAP R/3

- Implementation
- Strategic Planning
- Business Process Reengineering
- Change Management
- Project Management
- System Integration and Testing
- Project Planning and Management
- Systems Integration
- Industry Expertise
- Prototyping and Customization
- Customized Development
- Business Case Development
- BASIS/ABAP Support
- Performance Tuning
- Data Migration
- System Administration
- Workflow
- Development/Maintenance
- Release Upgrades
- End-User Training
- Post-Implementation Support



CLEAR ANSWERS TO COMPLEX QUESTIONS ABOUT IMPLEMENTING ENTERPRISE SYSTEMS



GROM is expert with all major business application environments and will provide clear answers to your questions concerning systems implementation, training and documentation.

Our services are supported with a range of solutions that seamlessly connect different computing and business environments to meet specific client requirements.

What are the specific advantages of the very latest SAP release functionalities and how can they enhance my existing system?

What is involved with upgrading to the current release?

What are our options with CRM and Data Warehousing?

What should my archiving strategy be?

What types of performance tuning could improve my system?

How can I integrate or implement a complementary application?

WITH GROM as your consulting partner you get complete answers to these and other critical questions.

In addition, you'll receive a solution that spells out which tools we plan to use, why we plan to use them and the training needed to foster the highest level of self-sufficiency for your new system. We'll also deliver a date for when you can expect us to complete the project.

In each engagement, we are respectful of your corporate culture and quickly adapt to your business style. We know how to blend in with your organization and work effectively with your existing teams. We also deploy experienced managers who know how to steer major projects to completion in the shortest time possible.

In addition, we are excellent communicators who keep all project team staff members as well as senior executives up to date on the success of each project.

Our work begins with clearly understanding your objectives and then quickly moves on to defining the requirements for each business process and the technology infrastructures required to support them. This process also helps define strategic and tangible return on investment, measured in reduced total delivered costs and increased return on information, market share, cash flow and customer satisfaction.





ENABLING E-BUSINESS WITH SOLUTIONS THAT MAKE SENSE FOR TODAY AND TOMORROW



GROM e-business solutions can help you take greatest possible advantage of the New Economy through improved enterprise-wide communication and coordination to meet your customer's expectations for quality, price and service. Due to our extensive systems integration experience, we can also help you use your Internet resources to globally deploy information wherever, whenever and however it's needed.

GROM can also help you more effectively tap the power of the Internet with e-business software that links front-end and back-end operations for better, faster communication among all corporate stakeholders including suppliers as well as customers.

GROM e-business consulting services enable a wide range of additional performance benefits from your Internet presence:

- Faster distribution of Web transactions to data warehouses
- Improved customer-relationship management
- Better supply-chain management
- Reductions in production cycle times
- Streamlined inquiry and order fulfillment
- Greater transactional velocity and more immediate use of information

GROM professionals are adept with all markup languages and Internet protocols. But our services extend well beyond front-end activities such as information architecture, site design and hosting. We can also deliver total database solutions that more efficiently capture and deploy Web-transaction data, speeding order processing and enhancing customer relationship management.

In addition, our Intranet and Extranet capabilities, coupled with our Business Information Warehouse (BIW) expertise, help eliminate "islands of automation" by seamlessly and securely integrating your Web resources with your company's global operations.

In today's fast-paced Internet environment, companies need more than information. They need the ability to quickly turn that information into useful knowledge. GROM can help your company implement e-business solutions that create that kind of value-added knowledge for more rapid response to business requirements.

GROM e-business implementation services provide a wide range of solutions that help reduce supply chain costs while enhancing customer relationship management. GROM can also help you create a collaborative environment that allows global sharing of knowledge resources among partners, distributors, customers and suppliers.

E-Business Services

- E-Commerce
- Emerging Technology
- B2B Exchange
- E-Solutions Integration
- Click Application
- Application Engineering
- Business Process Automation
- Cross Enterprise Process Integration
- Web Stats/Metrics
- Legacy Integration
- E-Marketplace
- E-Business Intelligence
- E-Procurement
- E-Recruiting
- Workflow
- Content Management
- Collaborative
- Portals
- Critical Technology
- Strategic Consulting
- E-Planning
- Knowledge Management
- E-Help
- E-Learning



CRM SOLUTIONS THAT HELP MANAGE BUSINESS RELATIONSHIPS FOR GREATER PROFIT



Reliability, responsiveness, competence, accessibility, courtesy, communications, credibility and overall satisfaction are the measures by which customers judge those with whom they will continue to have business relationships.

These are the same measures by which GROM CRM consulting services are judged—and why our clients to continue to rely on us.

FROM automating marketing activities to enhancing 1:1 contact—and effectively integrating those activities with best-of-breed business management solutions—GROM CRM consulting services help enterprises more effectively manage relationships through every aspect of the customer life cycle.

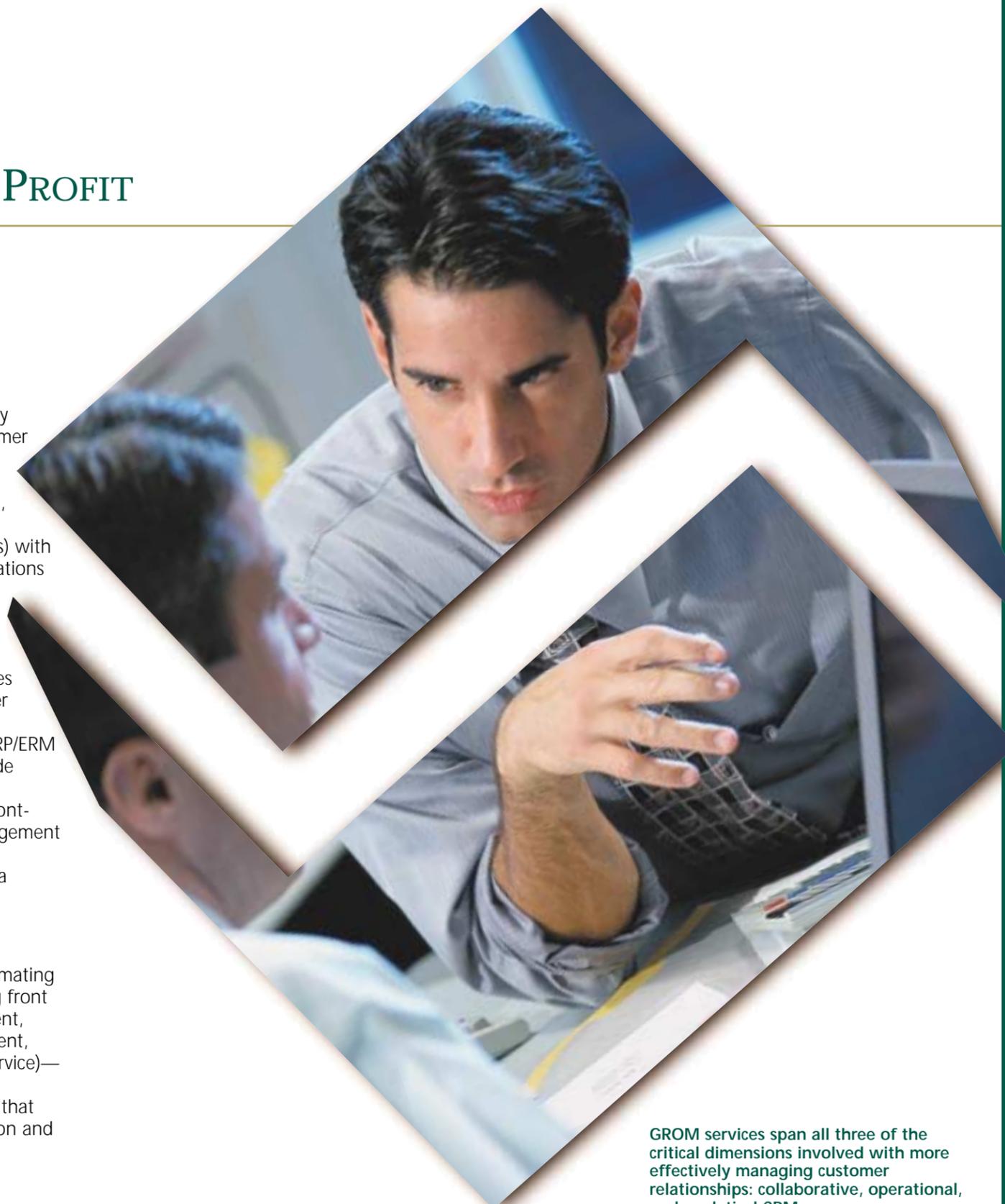
GROM is also experienced with integrating new technology drivers such as Sales Force Automation (SFA), Personal Digital Assistants (PDAs), Mobile Commerce (m-commerce) and Wireless Application Protocols (WAPs) with ERP/ERM solutions and mission critical e-business applications such as supply-chain management.

Since CRM is a component based architecture that must be carefully woven together based on client needs and business objectives, GROM consulting services include experience with business drivers and technologies that impact all three critical aspects of effective customer relationship management:

- **Collaborative**—through component plug ins to ERP/ERM or the CRM backplane as part of the enterprise-wide technical architecture
- **Operational**—including integrating back-office, front-office, and mobile-office business operations management with customer interaction solutions
- **Analytical**—through the use of a full range of data warehouse and related business-performance management solutions

Our experience spans the customer relationship management application architecture and includes automating and horizontally integrating business processes involving front office customer touch points—sales (contact management, product configuration), marketing (campaign management, telemarketing) and customer service (call center, field service)—through multiple, interconnected delivery channels.

Our objective is to implement reliable CRM solutions that have a direct, measurable impact on customer satisfaction and business profitability.



GROM services span all three of the critical dimensions involved with more effectively managing customer relationships: collaborative, operational, and analytical CRM.

GROM CRM Consulting Services

Collaborative CRM Business Collaborative Management

- CRM component plug-ins to ERP/ERM and/or the CRM backplane as part of the Enterprise-Wide Technical Architecture

Operational CRM Business Operations Management

- Back Office
 - ERP/ERM—Order Management
 - Supply Chain Management—Order Promising
 - Legacy Systems

- Front Office
 - Customer Service
 - Marketing Automation
 - Sales Automation

- Mobile Office
 - Mobile Sales
 - Field Service

- Customer Interaction
 - Voice (IVR, CTI, ATD)
 - Conferencing (Web Conference)
 - E-Mail
 - Fax/Letter
 - Direct Interaction

Analytical CRM Business Performance Management

- Data Warehouse
 - Customer Activity Data Mart
 - Customer Data Mart/Product Mart
 - Vertical Apps/Category Management
 - Marketing Automation/Campaign Management



IT E-MANAGED SERVICES THAT PROVIDE GREATER COST EFFECTIVENESS AND PRODUCTIVITY



GROM's long-term experience with meeting professional staffing requirements now extends to deploying the right professionals at the right time even more cost-effectively through our Web-enabled IT e-Managed Services.

Our comprehensive IT e-Managed Services include both ongoing requirements such as enterprise management services, infrastructure management and data center support, help desk applications outsourcing as well as remote application development and deployment.

FOR nearly twenty years, GROM's collective IT knowledge and experience has ensured a better match between the right technical resource professionals to meet specific project and business requirements for a wide range of clients in a wide range of industries.

Today, our IT e-Managed Services provides a Web-enabled one-stop solution that further facilitates our ability to instantly deliver these resources at the right time and place. Our services can be deployed to all your business locations and seamlessly handles a high-velocity interflow of IT resource requests—with real-time response and 24x7 reporting of your key metrics.

Even urgent and difficult resource identification, qualification and presentation challenges can be quickly met through GROM's IT e-Managed Services and our resource assets and processes facilitate best-in-class response to even the most demanding situations including:

- Enterprise Management Services
- Infrastructure Management
- Data Center (including network and desktop operation)
- Applications Outsourcing of Help Desk Services
- Application Development and Deployment

GROM's comprehensive IT e-Managed Services also include overall program administration, Web-based resource fulfillment processing, supplier selection and coordination, consolidated supplier billing, bill rate management and cost containment, resource planning, customized services, as well as management reporting, analysis and scorecard measures.

The benefits for GROM IT e-Managed customers are significant. They help streamline the IT consultant staffing process with an optimized and fully managed supplier base; high quality, cost-managed, speedy response to requirements and dramatically increased productivity of your existing staff.



GROM IT e-Managed Services help organizations relieve peak demand situations and more cost efficiently provide for system optimization with increased productivity and fast response to requirements.