

TEC - Accreditation Report



Enterprise Resource Planning for Discrete Manufacturing

Business Technical Consulting (BizTech)
Prepared by Sherry Fox, TEC Analyst
November 18, 2011

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ACCREDITATION REPORT



Introduction

Organizations seeking the services of a value-added reseller (VAR), channel partner, implementer, vendor, or consultant require an evaluation of what this service provider has to offer.

This report will assist organizations looking to determine the best-fit service provider for their implementation needs.

Based on information provided to TEC by Business Technical Consulting (BizTech) and its clients, this report focuses on real-life implementation projects delivered by the service provider to three of its existing clients. BizTech is TEC Accredited for enterprise resource planning (ERP) solutions for discrete manufacturing as of November 18, 2011.

Please note that TEC Accreditation and the associated Accreditation Report are valid for a period of one year.

Renewal of TEC Accreditation status requires that at least one new and valid customer reference check be submitted to TEC on an annual basis. This ensures that service providers continue to meet the standards established by TEC.

Overview

Founded in 1999, Business Technical Consulting, LLC (BizTech) provides complete ERP and information technology (IT) solutions that deliver long-term benefits to small and midsize manufacturing companies.

BizTech offers industry-leading technologies such as Infor, Microsoft, Dell, HP, Citrix, Cisco, Symantec, Sonicwall, ThinPrint, Wyse, Epson, Lexmark, and Xerox. BizTech is also an Infor ERP VISUAL Channel Partner, a Microsoft Certified Partner, and a Citrix Authorized Solution Advisor, in addition to being Comptia A+ Certified.

BizTech has achieved **TEC Accreditation** for the area of ERP for discrete manufacturing. During the accreditation process, we examined the level of satisfaction for three BizTech customers, and created a visual representation for each of the following sections:

- services received
- service delivery and support
- maintenance
- project evaluation
- likelihood of customer recommendation

As the graphs in this report demonstrate, the average level of satisfaction is quite high (at 91percent), the lowest score being 69 percent for maintenance. As for the likelihood of customer recommendation, the average is 90 percent.

Note that not all customers interviewed required all services offered by BizTech, and therefore some areas may be marked “not applicable.”

For more details about BizTech and the services it offers, see the BizTech profile in TEC’s [IT Directory](#).

Here are some BizTech case studies:

- [Choosing the Right ERP Implementation Partner: MOR/ryde Case Study](#)
- [Selection and Implementation of Infor ERP VISUAL: Miljoco Corporation Case Study](#)
- [Case Study: Light Corporation](#)
- [Case Study: Quality Metalcraft, Inc.](#)
- [Case Study: ThermoFab](#)

Service Provider Details

The following provides you with an understanding of BizTech and the types of professional services it offers. This includes an overview of BizTech’s value-added strategy, its accreditations, and any partnerships, the functionality it provides, its business and application area focus, and its geographical presence.

Company Snapshot

Industries Served	Aerospace; Business Services and Consulting*; Chemical Products; Computer, IT, and Software; Construction; Electronics and High-tech Components*; Engineering and Architecture*; Fishing; Food and Beverage Products; Manufacturing*; Mining and Quarrying; Motor Vehicles; Oil and Gas Extraction; Telecommunications; and Warehousing.
Number of Permanent Employees	25–49
Number of Contract Employees	< 25
Percentage of Total Staff That Are Technical	> 70%
Percentage of Total Technical Staff Dedicated to Development	< 30%
Approximate Number of Current Active Clients	300
Approximate Number of Total Clients	500

An asterisk (*) denotes a core competence of the service provider.

Professional Services

The following sections address the types of professional services BizTech offers its clients.

Value-added Strategy

This section covers BizTech's value-added strategy. According to BizTech, the following strengths set it apart from its competitors.

- Provides industry templates
- Provides add-ons*
- Supports code-level modification*

An asterisk (*) denotes a core competence of the service provider.

Accreditations and Partnerships

This section covers the accreditations and partnerships BizTech has attained. Many accreditations are recognized by governments and around the world, and often reflect the quality of service offered by the service provider.

Reseller agreements

- Infor Global Solutions Certified Channel Partner

An asterisk (*) denotes a core competence of the service provider.

Functionality Offered

This section covers the type of functionality that BizTech offers its clients. These are high-level features supported through product capability.

- Accounts payable*
- Accounts receivable*
- Activity-based costing*
- Analytics and reporting*
- Auditing*
- Benefits management
- Billing*
- Call center*
- Cash management*
- Change management*
- Collections management
- Communication and collaboration
- Compensation management
- Compliance reporting
- Computer-aided design (CAD)
- Contact management*
- Contract management
- Cost accounting*
- Customer service and support*
- Data mining
- Demand-based replenishment
- E-commerce
- Electronic records management
- E-mail manager
- Employee self-service
- Financials and accounting
- Forecasting
- Formulas and recipes
- Inventory management and control*
- Item configurator*
- Logistics and distribution management
- Maintenance management
- Manufacturing execution systems (MES)/plant automation*
- Manufacturing management*
- Marketing automation
- Mobile computing
- Order management*
- Payroll*
- Personnel management
- Portal support
- Portfolio management
- Point-of-sale (POS)/counter sales
- Production planning*
- Project management*
- Purchasing management*
- Quality management*
- Report management
- Sales force automation (SFA) and management
- Scheduling*
- Shop floor control*
- Time and expense management
- Tracking technologies
- Training and development
- Versioning control and management*
- Workflow management*
- Workforce management*

An asterisk (*) denotes a core competence of the service provider.

Business Area Focus

The following list represents the business areas targeted by BizTech.

- Accounting and finance*
- Administration
- Customer service*
- Engineering and design*
- Facility management
- Human resources (HR)
- IT*
- Marketing
- Operations
- Planning
- Production*
- Purchasing*
- Quality control*
- Sales*
- Warehouse or inventory control*

An asterisk (*) denotes a core competence of the service provider.

Application Area Focus

The following list represents the application areas that BizTech focuses on.

- Accounting or financial system*
- Business intelligence (BI)*
- Business performance management
- Business process management (BPM)*
- Collaboration and groupware
- Customer relationship management (CRM)*
- Demand management
- Document management system (DMS)
- Enterprise asset management (EAM)*
- Enterprise resource planning (ERP)*
- Help desk
- IT monitoring and management
- POS
- Product lifecycle management (PLM)*
- SFA
- Warehouse management system (WMS)
- Web content management (WCM)

An asterisk (*) denotes a core competence of the service provider.

Services Offered

The following list represents the types of services offered by BizTech.

- Service level agreements (SLAs)*
- Software licenses*
- Project management services*
- Consulting services*
- Business needs assessment*
- IT infrastructure design and planning*
- Programming services
- Customization services*
- Implementation services*
- Implementation audits*
- Data cleansing
- Data migration*
- System management services
- Data conversion*
- Change management services*
- Exchange management services
- Performance optimization services*
- Security services
- Disaster recovery services*
- Training*
- Reporting services*
- Support channel services*
- Application support*

An asterisk (*) denotes a core competence of the service provider.

Geographical Presence

The following list represents the geographical presence of the service provider. Geographical presence includes compliance with local accounting, taxation regulations and requirements, local currency, language requirements, local manufacturing (health and safety/quality control), and local labor relations. In some cases this may also include local government clearance.

- United States and Territories

Service Provider Client Reference Summary

Three of BizTech’s clients responded to TEC’s questions regarding BizTech’s service quality. Their responses give you a better understanding of the types of the service provider’s clients and projects, and how BizTech was rated by its clients.

Client Reference Snapshot

The following table provides a high-level snapshot of the three clients TEC surveyed about their experience with BizTech.

CLIENT REFERENCES SNAPSHOT AND PROJECT OVERVIEW			
	CLIENT ONE	CLIENT TWO	CLIENT THREE
INDUSTRY	Manufacturing	Manufacturing, Construction, Health Care, Hotels and Restaurants	Manufacturing
ANNUAL REVENUE	\$10–\$50 million	Less than \$10 million	\$51–\$250 million
CONCURRENT USERS	1–25 users	1–25 users	51–100 users
COMPANY HEADQUARTERS	USA	USA	USA

Project Breakdown

We define a “project” as the ensemble of services offered by BizTech to a client. We have identified the following six areas of evaluation for projects:

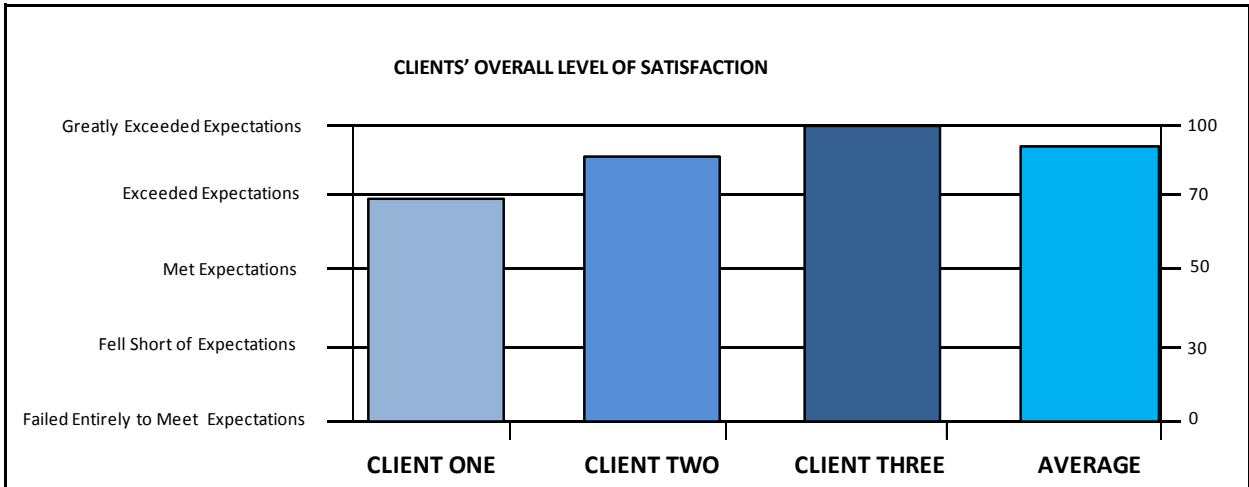
- Overall quality of the project delivered
- Services received
- Service and delivery support
- Maintenance
- Project evaluation
- Recommendation

The following sections provide an overview of the responses given by each client.

Overall Quality of the Project Delivered

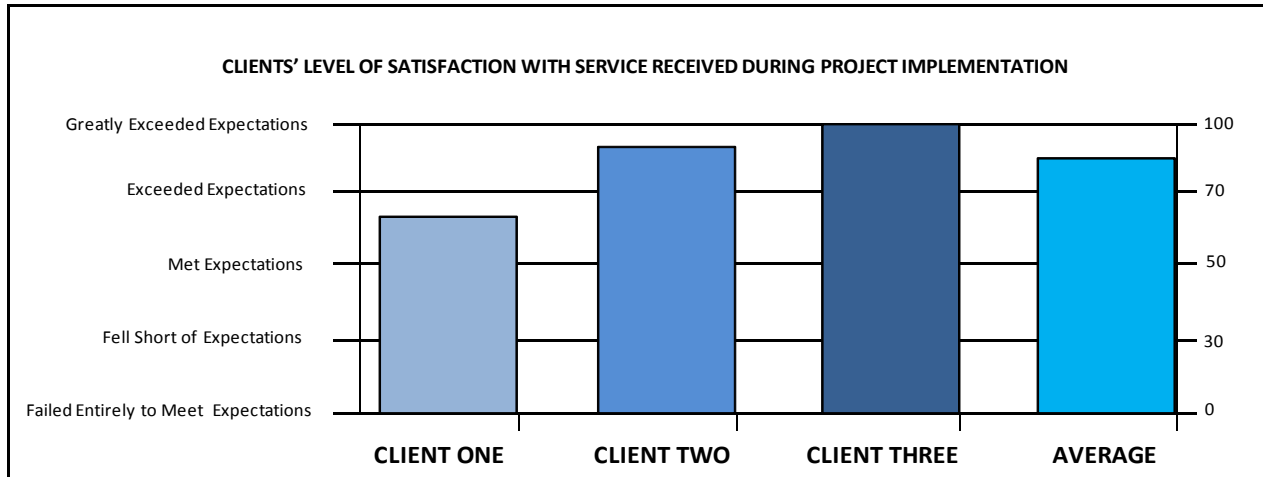
Based on the **overall quality** of the project delivered by the service provider (taking into account services received, service delivery and support, maintenance, project evaluation, and recommendation), this section of the report details client responses to the project.

The following graph displays the average level of client satisfaction.



Services Received

Based on the **services received** during the implementation of their projects, this is how the service providers' three clients responded.



**CLIENT'S LEVEL OF SATISFACTION WITH SERVICES RECEIVED DURING
PROJECT IMPLEMENTATION**

	CLIENT ONE	CLIENT TWO	CLIENT THREE
Quality of service in meeting the SLA offered	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Software licenses offered	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Quality of project management services offered	Greatly Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Quality of consulting services	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Manner in which business needs assessments were conducted	Met Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Manner in which the mapping (business process to functional requirements) was conducted	Greatly Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Manner in which business process modeling was conducted	Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Manner in which business process re-engineering was conducted	Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations
IT infrastructure design and plan	Greatly Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Programming (outsourcing) services provided	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Manner in which customization was performed	Met Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Manner in which implementation was conducted	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Manner in which implementation audit was conducted	Exceeded Expectations	Not Applicable	Greatly Exceeded Expectations

Manner in which data cleansing was performed	Met Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Manner in which data migration was performed	Met Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
System management	Met Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Manner in which data conversion was performed	Met Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Manner in which change management was conducted	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Manner in which exchange management was conducted	Not Applicable	Greatly Exceeded Expectations	Greatly Exceeded Expectations
System performance	Met Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Security	Met Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Disaster recovery plan	Met Expectations	Not Applicable	Greatly Exceeded Expectations
Training	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Reporting services	Met Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Support channel service quality	Met Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Application support service quality	Met Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations

Service Delivery and Support

Based on the **service delivery and support** received during the implementation project, this is how the service providers' three clients responded.

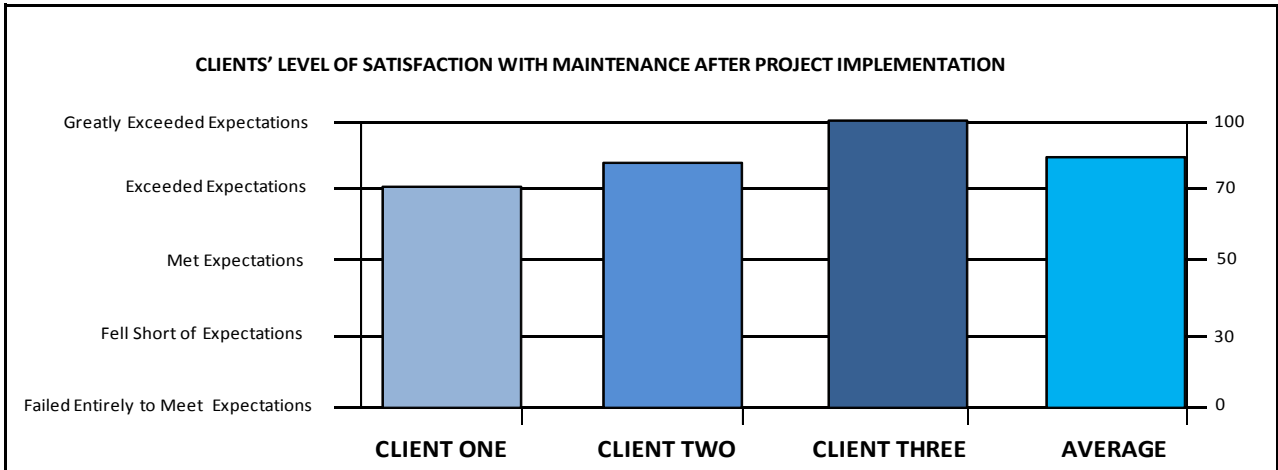


**CLIENTS' LEVEL OF SATISFACTION WITH SERVICE DELIVERY AND SUPPORT
DURING PROJECT IMPLEMENTATION**

	CLIENT ONE	CLIENT TWO	CLIENT THREE
Delivery of services as promised	Greatly Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Ability to provide the services promised without necessitating the purchase of additional services	Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations
The services provided met your expectations	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Ability to meet commitments	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Quality of after-sales support	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Help desk response times	Greatly Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Knowledge level of the provider's staff	Greatly Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Quality of documentation provided, including on-line support	Met Expectations	Met Expectations	Greatly Exceeded Expectations
Quality of the training provided	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Ability to reach project milestones in a timely fashion	Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Ability to provide promised resources (sufficient for project success)	Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Ability to deliver the project within the agreed timeframe	Exceeded Expectations	Met Expectations	Greatly Exceeded Expectations
Quality of documentation provided in relation to services received (e.g., progress reports)	Met Expectations	Exceeded Expectations	Greatly Exceeded Expectations

Maintenance

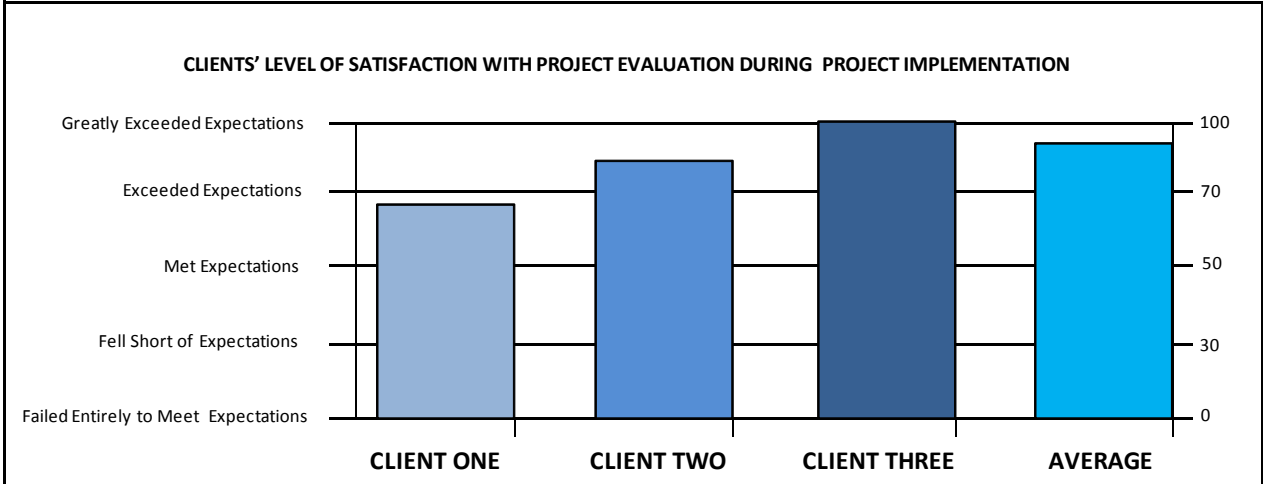
Based on the **maintenance** received during the implementation project, this is how the service providers' three clients responded.



CLIENTS' LEVEL OF SATISFACTION WITH MAINTENANCE AFTER IMPLEMENTATION OF PROJECT			
	CLIENT ONE	CLIENT TWO	CLIENT THREE
Ease with which the IT staff handled maintenance	Not Applicable	Exceeded Expectations	Greatly Exceeded Expectations
System upgrade performance	Not Applicable	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Ease with which IT staff could apply changes	Not Applicable	Exceeded Expectations	Greatly Exceeded Expectations
Speed with which support staff responded to post-production issues	Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations

Project Evaluation

This is how the three clients evaluated the project delivered to them by BizTech.



CLIENTS' LEVEL OF SATISFACTION WITH PROJECT EVALUATION DURING PROJECT IMPLEMENTATION			
	CLIENT ONE	CLIENT TWO	CLIENT THREE
Ease with which the project was turned over to users	Met Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Ease with which modifications were performed	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Quality of the provider's testing procedures	Exceeded Expectations	Exceeded Expectations	Greatly Exceeded Expectations
Accuracy of the provider's estimates for the project costs	Exceeded Expectations	Met Expectations	Greatly Exceeded Expectations
Accuracy of the provider's estimates for resources	Exceeded Expectations	Met Expectations	Greatly Exceeded Expectations
The manner in which the provider facilitated each of the factors driving the project	Not Applicable	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Manner in which project challenges were conducted	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations
Service provider's project management performance	Exceeded Expectations	Greatly Exceeded Expectations	Greatly Exceeded Expectations

Recommendation

Based on the overall project, this is the recommendation of the service providers' three clients.

CLIENTS' RECOMMENDATIONS			
	CLIENT ONE	CLIENT TWO	CLIENT THREE
Likelihood of using the provider in the future	Likely to recommend/use	Would definitely recommend/use	Would definitely recommend/use
Likelihood of recommending the provider to others	Likely to recommend/use	Would definitely recommend/use	Would definitely recommend/use

The ratings in this report are based on data provided to TEC by three clients of Business Technical Consulting (BizTech), and are published for general information purposes only. This report should not replace an in-depth reference review process. In the context of a selection process, we recommend that you exercise due diligence and conduct a thorough evaluation based on your organization's unique business needs and characteristics.

TEC Accreditation Program

In response to our software-buying community's requests to evaluate the quality of services provided by our members, TEC developed its **Accreditation Program**. TEC Accreditation provides information on local and regional VARs, channel partners, vendors, implementers, and consultants. Each company has responded to TEC's accreditation criteria and provided the requested feedback from client references.

About Technology Evaluation Centers

Technology Evaluation Centers (TEC), the leading advocate for the enterprise software purchaser, helps private- and public-sector organizations choose the best enterprise software solutions for their unique business needs—quickly, impartially, and cost-effectively. TEC delivers an unmatched range of online software evaluation and selection services that minimize the costs, risks, and duration of software selection projects, and bridges the gap between enterprise decision makers and the vendor/value-added reseller (VAR) community.

TEC's proven approach combines extensive online IT research; a proven software selection methodology; state-of-the-art Web-based software selection technology; and the experience of its analysts and software selection experts.



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Together With You

Your organization will benefit from our team's commitment and hands-on experience. You'll gain a competitive advantage with a manufacturing software solution that delivers end-to-end functionality, low cost of ownership and ease-of-use to meet the complex needs of your manufacturing business. You'll agree that the combination of Infor ERP VISUAL and the BizTech Team is the right choice.

Your solution choices include:

- ★ Business & ERP Software Systems
- ★ Implementation Planning
- ★ End-User Training
- ★ Best Practice Consulting
- ★ Data Conversion & Importing
- ★ Version Upgrades & Migrations
- ★ Custom Programming
- ★ Disaster Recovery & Business Continuity
- ★ Virtual Workplace
- ★ Computer Network Support

About BizTech

Founded in 1999, Business Technical Consulting, LLC (BizTech) is dedicated to providing complete Enterprise Resource Planning (ERP) and Information Technology (IT) solutions that deliver long-term benefits to small and mid-sized manufacturing companies.

Like our 500+ clients throughout North America and 5,000 VISUAL customers worldwide, you can rest assured that your projects are in the right hands. BizTech is an Infor ERP VISUAL Channel Partner, a Microsoft Certified Partner, Comptia A+ Certified and a Citrix Authorized Solution Advisor. BizTech offers industry-leading technologies such as Infor, Microsoft, Dell, HP, Citrix, Cisco, Symantec, Sonicwall, ThinPrint, Wyse, Epson, Lexmark, and Xerox.

The BizTech Team has one simple goal: to partner with your company in a joint effort to improve your business processes and increase your profitability.

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**BizTech is your single-source
Enterprise Resource Planning
(ERP) software provider.**

With strategic technology solutions and a seasoned implementation team, your company will benefit from centralized accountability, a simplified project plan and the most efficient implementation of Infor ERP VISUAL.