

Tigunia, LLC.
Service Description BTA
(Business Technology
Advisor)



PO Box 31014
Edmond, OK 73003

Business Technology Advisor (BTA) Program

The Business Technology Advisor or BTA is responsible to assist in the strategic direction of the IT services of a client.

Summary

The BTA is a proactive solution that allows your Technical Account Manager (TAM) to provide three additional or enhanced high level deliverables; designed to complement any organizations approach to IT, regardless of size of team. Just like all of our services, the BTA is designed to scale “as much or as little” as needed.

1. **Strategy:** Solution architecture, product selection, and road mapping
2. **Management:** Project planning & management, resource allocation and vendor coordination
3. **System Intelligence:** Reporting and data driven evaluation of an organization’s business technology. (Security, Compliance, Operations, Support/ticket, and application specific reporting)

Your TAM knows YOU

Your BTA engagement is lead by your TAM. Your TAM knows your business and your goals and is able to customize the growth plan (road map) to meet your needs most effectively.

Your TAM has firsthand knowledge of the ins and outs of your processes, your users and your infrastructure to offer the best solutions and advice while understanding your preferences.

More than a TAM

Organizations devote resources to planning and maintaining strategic business technology alignment with current and future business needs through a Chief Technology Officer, IT Director or IT coordinator. Our Business Technology Advisor program is designed to be an extension of your staff that helps ensure that your strategy can be executed and properly planned when your team is busy doing the daily tasks necessary to run your business.

The BTA program is not a person, it is a service. We believe we have some of the most talented IT professionals in the industry, and recognize that no one can know everything, and no one can do everything. That is the very reason many of our clients choose this service for their business, your TAM will leverage the right resources to accomplish specific or niche objectives proactively and consistently.

With a broad array of talented IT professionals in all areas of the IT spectrum, Tigunia is here for you as your strategic IT partner and collaborator.

A true compliment to your IT strategy

We recognize that there is no such thing as a one-size-fits-all in business technology and even the best IT executives can benefit from an extra dedicated set of eyes on their objectives. To accommodate that and accepting that no one individual can accomplish every IT discipline, our BTA program unites your TAM (Technical Account Manager), and internal staff with SME’s (Subject Matter Experts) for each area of technology to work with your organization’s needs rapidly and proactively.

Business Technology Advisors ensure your systems are always running at optimum performance, improve the bottom line and help clients make the best technology decisions. With a BTA program in place, clients have confidence and trust that the best IT protocols and technology solutions are leveraged for your business at all times and that you are investing time in the right things. The service extends beyond just Dynamics to assist with all the integrations, workflows, and processes that weave your entire business together.

Our BTA program includes a team of IT professionals providing you with a competitive advantage by giving you improved insight, increased productivity, and operational efficiency through innovative technology. Our Business Technology Advisors are active participants in your IT team. No matter your size, we help clients optimize business processes, maintain their technology environment, and secure business continuity. Additional benefits include:

1. Simplified Strategic Direction through Technology roadmaps for the business overall
2. CIO type vision, new solutions & consultation
3. Ongoing assessment of existing business processes and solutions
4. Innovations for improving business processes through regular a business Technology Review cadence
5. Assisting in Technology Vendor management

Finally, the BTA program is key to helping our client's own IT professionals maintain their infrastructure to ensure it continues to provide best of class business solutions in a secure and efficient way. Clients who rely on a Business Technology Advisor miss fewer details in their IT strategy and are more likely to meet business technology objectives and shine their IT teams in a brighter light to improve their efficiency and focus on important daily business needs. The number one goal of a BTA is to help their client IT counterparts shine and look just as amazing as they are.

Cadence

When and how will the BTA engage? The BTA is designed to work with your IT goals, budget and timelines. Based on these needs, the frequency of engagement could be daily, weekly, bi-weekly or on demand stand up meetings to execute deliverables. Your TAM will coordinate this for all projects, reporting and assessments.

Strategy

The BTA program provides first in class assistance for developing or enhancing solution architecture, product selection, and technical road mapping that are essential to achieving your overall business strategy and plans. Your TAM will be a partner with you to provide the right solutions at the right time to improve business continuity and productivity.

Management & Leadership

Project planning & management, resource allocation and vendor coordination is included in your BTA engagement. Additionally, you'll benefit from customized leadership of our helpdesk services and other operations.

Project Planning and Management

Any new project from the IT side will be managed by this single resource. Clients have a better project experience when the PM is already familiar with the business and its goals and objectives. They ensure that all project plans are being executed as agreed to from the scope of work. Because of the deep client knowledge

that the TAM holds, the User Acceptance Testing phase of the project is much more effective leading to a much more positive user change experience. The TAM also benefits the business by staying involved in its future long after projects are completed, and lessons learned can be put into practice.

Resource Allocation

Each project or task requires the right skills and experience to execute effectively and with efficacy. Your TAM will ensure that Tigunia resources are allocated correctly to achieve goals on time and on budget.

Vendor Coordination

The BTA program offers the peace of mind that all resources involved in your IT strategy are on the same page, communication is consistent with all stakeholders and that the right vendors are being leveraged at the right times and for the right reasons. Your TAM will also assist with any mandated or necessary RFP protocols for services or if a new vendor is needed.

Systems Intelligence

Your IT Infrastructure and solution architecture is a major expense to your business, the BTA helps you see and ensure that you are getting what you paid for and highlights your ROI. Through reporting and data driven evaluation of an your business technology we help you “see” how it’s working for you in areas of Security, Compliance, Operations, Support/tickets, and application specific usage and monitoring.

Examples of Service Deliverables

The BTA proactively collaborates with your team to deliver many important items, reports, and assessments, based on the frequency you require. These are some examples.

- Dedicated resource looks at ticketing trends and items that may be slipping through the cracks or items that could lead to deeper issues.
- The BTA owns the creation and expansion of the various reporting data available from the best in class technologies and tools leveraged by the client’s business.
- Each week the BTA reviews the helpdesk and project billing from the previous period to ensure accuracy and intercepts issues that might need action before they get invoiced. They can even develop and produce custom billing reports to meet any compliance needs or companies with departmental requirements.
- Annual Technology Roadmap with monthly audit, update and review

Other frequently requested reports and assessments:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Risk Scorecard • Ticket assessments • Project Status report • Overall operations summary report • System audit report • Network & security audit report | <ul style="list-style-type: none"> • Monitoring reporting • RFP definition and creation • IT policies and procedure • Various compliance reporting • Roadmap to “reality check” • User adaptability/usage |
|--|---|