

Be a change leader and improve your business performance through consulting and implementation services.



# Manage change – refine your business vision – use technology more effectively with Business Services from EFI

The business landscape is undergoing rapid change. How is your business responding? Are you being proactive or lagging behind? EFI's Business Services teams can help you explore your business needs and examine processes—analyze your strengths and areas for improvement—to give you the insight, the tools, and the support, from outset through to execution, to put you on track. Become a change leader, with effective, efficient internal processes and technology that enable faster time to market, greater quality control and reduced costs.

## Business Service offerings from EFI

- Business Operations Analysis
- Systems Audit
- Change Management
- Implementation Services

EFI Business Services teams examine your operations and your business needs, targeting areas of potential performance improvements. We offer a depth of expertise in support of our offerings :

- Experience with thousands of customers worldwide
- A 360° understanding of our customers' operations
- Guidance on where markets are heading
- Best-in-class business consulting practices

If you are ready to commit to transformative change, then we can succeed—because the success of any Business Service engagement requires commitment from the client, including:

- Senior leadership sponsorship, because change must be driven from the top.
- Clear definition of objectives and priorities with measurable KPIs.
- Support for in-house change agents - people with an openness and readiness for change.
- A long-term view, to deal with the most important challenges (not only the most recent ones).



# Business Operations Analysis

## Enabling change, improving ROI

Markets are in constant change and you need to respond with new priorities and strategies. EFI Business Transformation Services can help. We'll work with you to analyze, refine, and define your business objectives, and align them with your business processes, people, and technologies.

### Change is difficult

It's not easy to transform the way you do business. Your people are stretched, simply running day-to-day operations. They may not be able to step back and take a look at your business. They may have fixed habits or lack the skills for change.

### Optimizing your people, processes and technology

An EFI Business Operations Analysis will improve your operational effectiveness and efficiency and increase your ROI. Our recommendations will connect your KPIs to the benefits you receive, to help you identify and implement critical operational improvements.

### The BOA process

The EFI Business Operations Analysis is an end-to-end exploration of your business processes and technology ecosystem based on market/sub-market best practices. Each analysis is tailored to you, with specific metrics and KPIs. Through a four-step approach, we provide strategies for reducing your costs of operation, improving your cycle times, and increasing your top line.

- **Phase 1: Preparation**  
Clarifies the project's business objectives; ensures that company leadership is aligned with the project; establishes KPIs and prepares participating teams for the following phases.
- **Phase 2: Survey**  
In four to ten days onsite at your location, we conduct a methodical analysis of operational processes, through surveys, interviews and walkthroughs, to create baselines for KPIs to measure improvements against.
- **Phase 3: Recap**  
An offsite phase, in which we analyze the findings and create the deliverable recommendations, with supporting workflow diagrams to provide a solid baseline, and a high level overview of future results.
- **Phase 4: Assessment**  
We present the analysis, which compares the current and future states with implementation recommendations (people, processes, technology) tied to measureable benefits. The KPI impact of each recommendation is identified along with the cost of implementation so that the ROI of the analysis is clearly visible.



# Systems Audit: Leveraging your EFI investment

Sometimes, the purchase of new technology fails to achieve the expected ROI—often because the business needs are not aligned with IT systems and processes. The causes can be that processes are poorly adopted, that “exceptions” in implementation are allowed, or that business needs have changed. Short-term workarounds can become permanent. Between employee turnover, and a lack of documentation, technology utilization can become less effective—resulting in increased labor costs, higher error rates, and longer cycle times.

An EFI Systems Audit evaluates your utilization of EFI solutions to identify bottlenecks and recommend improvements for procedures, configurations and employee skills. We examine the relationship between your technology and business needs, and seek out gaps, redundancy and manual errors that result in poor profitability.

You will receive detailed recommendations on EFI system configuration and process changes, and additional staff training targeting areas where improvement is required.

## The Systems Audit process

In a three-step process, we evaluate your utilization of EFI technology, focusing on cost reductions, shorter cycle times, and leveraging existing investments to drive your business forward.

- **Phase 1: Preparation**

Aligns the project and your leadership team’s vision, to ensure that the business objectives are understood and measurable, and that your participating teams are organized and prepared.

- **Phase 2: Survey**

A three- to four-day onsite audit, with hands-on reviews, that methodically analyzes every workflow step and operational process, as a baseline for comparison.

- **Phase 3: Recap**

An offsite phase, in which we analyze the findings and create the deliverable recommendations. After conferring with the team, the documents are presented, with detailed descriptions of the challenges and recommended solutions, along with a high level overview of the future state and product development roadmap.



# Change Management

## Driving change throughout your organization

How people react to change —whether it's to new systems and equipment, or to changes in markets and lines of business—affects your entire organization. You will not see the benefits of a business transformation project unless the people in your enterprise change the way they work.

EFI Change Management solutions prepare your organization for change, and measure the success of the changes that you have implemented. Our Change Management teams do not only create or deploy new systems and processes; we also ensure the successful, sustainable adoption of existing systems.

We review the effects of change in four areas:

- Organizational Structure: are your people aligned with the processes?
- Change Preparation: Is the infrastructure in place?
- Change Readiness: are your people prepared for new behaviors and new methods?
- Change Effectiveness: how will you know whether the change is successful?

### The Change Management process

The EFI Change Management process is tailored to your specific priorities and objectives. Applying best practices, it focuses on identifying barriers to change and leveraging the change agents that exist in your organization. The emphasis is on creating an environment that supports the new operations, and on helping your people adapt. The four focus areas are designed to align your organization to support your new business objectives:

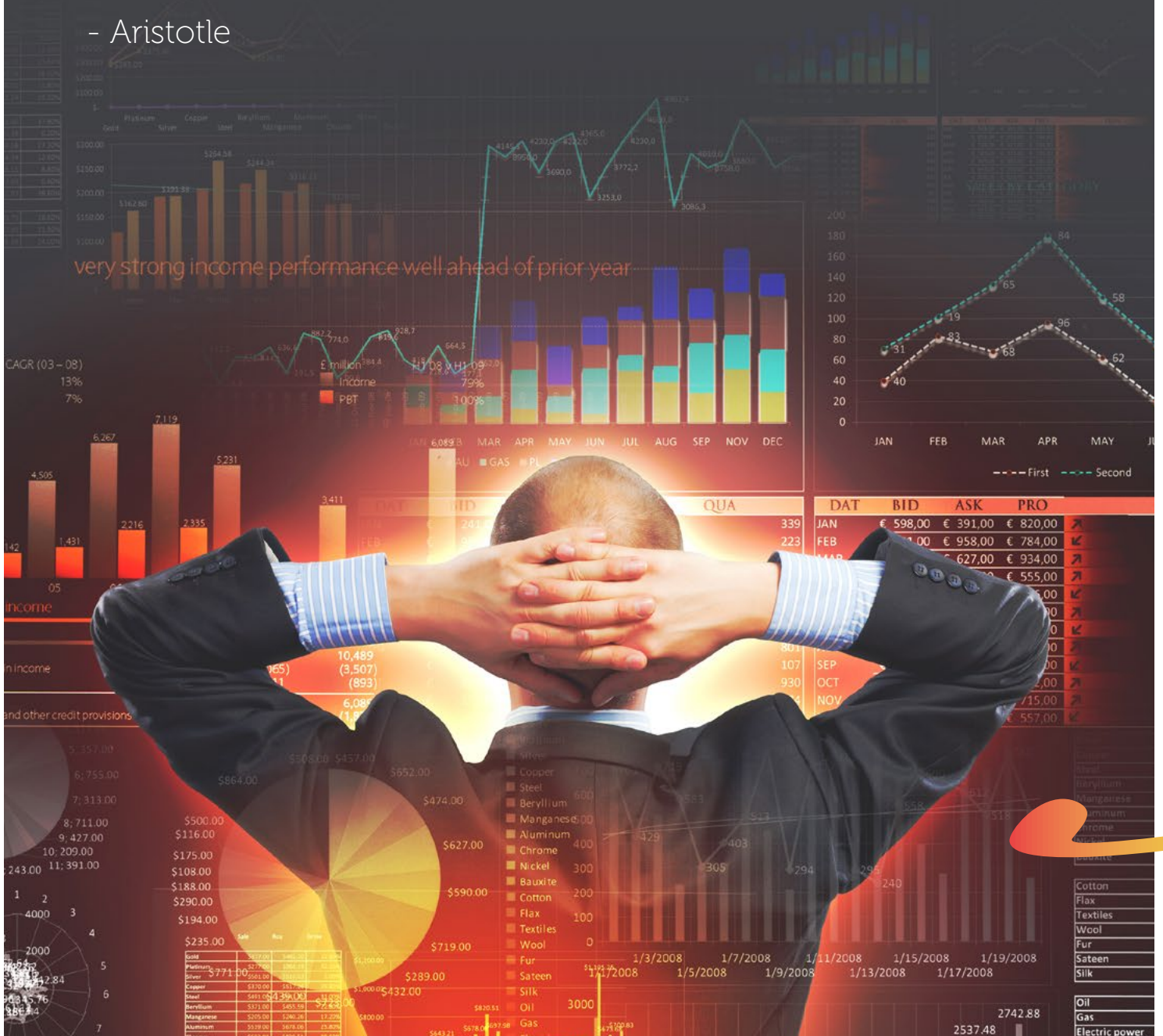
- **Organization**  
Examines the impact of the future state's processes on your organization. The organizational structure is examined, to ensure that each area is sufficiently staffed and to minimize conflicts in objectives. Goals and incentives are reviewed for alignment with new business objectives.
- **Preparation**  
Identifies any required infrastructure changes, including new SOPs, training, documentation, or changes to the physical workspace. End-user training is also considered, to ensure future continuity as employees change roles and new staff joins your business.

- **Readiness**  
Ongoing activities to help employees understand why change is necessary, with a focus on ability and willingness to change. Even passive resistance can cause a transformation project to fail. Accordingly, we identify detractors and address their concerns while leveraging the backing of supporters. We educate employees to share the motivations and benefits of the change, and we facilitate communication, to help leaders and managers address employee concerns.
- **Effectiveness**  
ongoing evaluation of the effectiveness of change management, via KPIs, training tests and certifications, employee surveys and feedback. This enables you to proactively adjust strategies as the project proceeds.

“An organization’s ability to maximize its investments in infrastructure is limited only by the ability of its people to embrace change.”

First, have a definite, clear practical ideal; a goal, and objective. Second, have the necessary means to achieve your ends; wisdom, money, materials, and methods. Third, adjust all your means to that end.

- Aristotle



# Implementation Services

## Delivering results faster

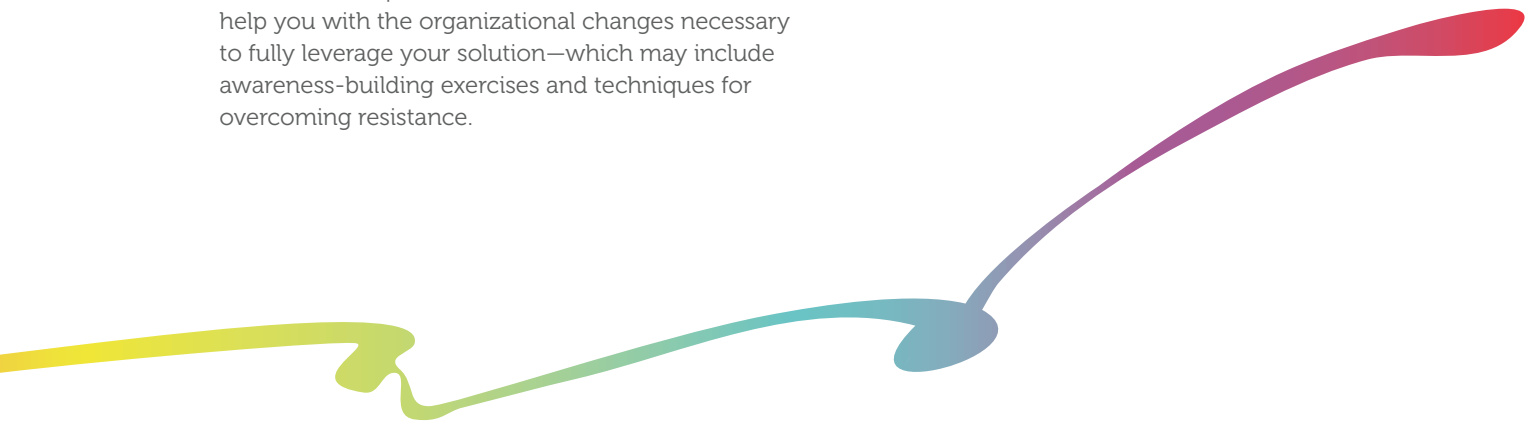
Whether you are implementing a solution that is the backbone of your business, enhancing your IT stack, or providing enhanced services to your customers the integration of software and hardware components must operate seamlessly. To maximize the ROI from your ERP investment—and gain a tool that gives you the agility to stay ahead of the competition—you need to be certain of a successful implementation.

A best practice Implementation Services engagement examines your operations and needs, and tailors your solution to remove costly performance gaps, redundancy and manual errors that result in poor profitability. We deliver a ready-to-use ERP solution optimized to improve the overall effectiveness and efficiency of your operations and increase your ROI, and we help you manage the organizational changes necessary to fully benefit from the capabilities of your IT solutions.

### Implementation Services process

An EFI Implementation engagement is an end- to end implementation of a ready-to-use EFI solutions, from initiation through definition, realization, validation and finally to go-live deployment with optional post go live support.

- **Phase 1: Initiation**  
Create a project schedule and define project governance for communication, risk-management, issues-management and change control processes. The hardware and software is prepared and installed.
- **Phase 2: Definition**  
Outline the solution's requirements and the business use cases it must support. Current business workflows are documented and analyzed, and compared to future-state business workflows: any gaps are identified. Typical usage examples are identified to validate the software configuration. All in support of agreed upon business and operational KPIs
- **Phase 3: Realization**  
The configuration of the solution is performed according to the requirements and workflows in the definition phase. Your solution administrators and business users are trained and certified on how to maintain and operate the solution. In addition, we help you with the organizational changes necessary to fully leverage your solution—which may include awareness-building exercises and techniques for overcoming resistance.
- **Phase 4: Validation**  
The solution is tested for functionality, including end-to-end testing of the workflow and operational testing when applicable. Then we help you through the acceptance-testing phase.
- **Phase 5: Go Live**  
Before the solution goes live, each task in the migration is identified, and you are guided through each step. A final on-site session helps you through the final steps to going live and EFI will be available to help with questions and needs during the early days of operating the new solution. Post go live the EFI team will offer services to guide the customer through the first critical business milestones.



## EFI fuels success.

We develop breakthrough technologies for the manufacturing of signage, packaging textiles, ceramic tiles, and personalized documents, with a wide range of printers, inks, digital front ends, and a comprehensive business and production workflow suite that transforms and streamlines the entire production process, increasing your competitiveness and boosting productivity. Visit [www.efi.com](http://www.efi.com) or call 800-875-7117 for more information.



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