

Company XX Workflow Analysis

**This audit shows how Company XX
communicates with the customer**

Prepared by Digital Constructs Inc.
December 17, 1997

Current Situation

To Company XX., the customer is everything. Through the unique relationships the company has created with its customers since 1986, Company XX, with virtually no marketing, has become one of the premiere moving companies in the world. XX's four major US offices are located in Norwalk CT, Alexandria VA, Alameda, CA and Houston TX. The focus of this audit is on the Norwalk Office, which, according to the Marketing Department, generates over 65% of the Household Goods global relocation business.

Overview

Company XX is split into two divisions; **Household Goods & Project Cargo**

Household Goods does high-end corporate executive relocations. Some of their clients include the UN, Morgan Stanley, Citibank, Salomon Brothers and JP Morgan. HHG pride themselves on their ability to move household goods around the world smoothly and efficiently.

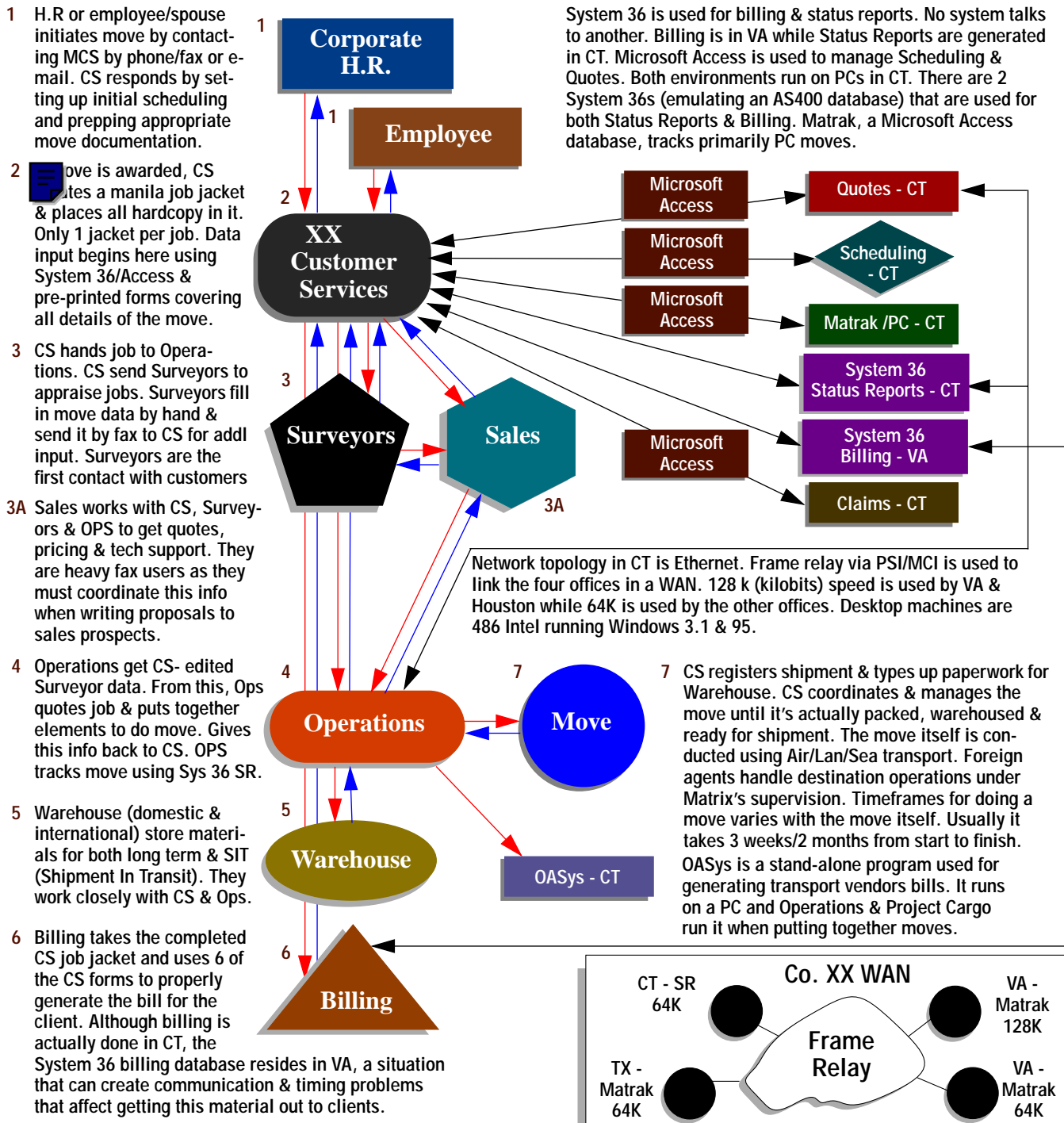
Number of CT Household moves - 6500 Corporate wide - 10,000.

Project Cargo on the other hand, works with governments and multinational corporations to move freight & materiel to locations all over the world. Project Cargo manages projects from point to point that range from complex international factory relocations, large mining operations, and processing plants situated in remote areas of the globe. From the Americas to Europe, Asia & CIS (Commonwealth of Independent States - the former Russia), Project Cargo is a leader in this most competitive and demanding business.

Number of VA Project Cargo moves - 4500 Corporate wide - 7,500.

On the next page is the **Household Goods Workflow Schematic**.

Company XX Household Goods Workflow Schematic



Comp CT is currently running ethernet with Cisco routers to link up the 486 PC's that reside on everyone's desk. For the WAN, a fractional T1 connect with Frame Relay is used for communicating with the other three offices. See diagram titled *Matrix WAN*. (Wide Area Network) All offices save VA uses 64K (kilobit) speeds while VA has 128 K access. As for **Matrak**, (see **Appendix**) most offices use this *Access* database primarily for tracking PC shipments. CT uses S36 for Status Reports. VA also has the S36 billing system that services all offices. The CT office *Windows 95* equipped desktop systems will be using *Microsoft Office 97* with links to two *Access* - based databases for Quotes & Scheduling information. The internal VA network is Novell.