

Validated Tools and Methodologies That Make Significant Improvements in Information Technology Investments.

FOCUSED

RELIABLE



EXPERIENCED

CREATIVE

Trained as Leaders in the Implementation of Supply Chain Systems



The Business Navigation Specialists™



COMPANY PROFILE

Services

Financial Supply Chain Solutions

We design and develop end-to-end solutions that simplify complex trading and payment transactions by automating the processes, whenever possible, and by resolving disputes in advance based on best practices implemented through business rules. Xalles can provide your firm with a complete Systems Development Lifecycle service. This service can combine our Financial Supply Chain service with our Systems Implementation and Business Design Services, which gives your business the power to design, develop and successfully launch an innovative payment service for your organization and your customers.

Systems Implementation

We will design a complete implementation program for any new or existing system rollout project. We also can outsource your systems implementation functions. Our goal is to help you gain the benefits expected from your IT applications that have been custom built in-house or bought and configured by a vendor. We also specialize in project recovery for IS projects gone astray.

Business Strategy

For our primary industries, we provide a complement of business strategy services that includes business process design, business structure, organization design and service delivery design.

Primary Industries

Supply Chain/
Transportation/Logistics
Financial Services
Information Technology



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20006

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Dublin 8, Ireland



Key Points of Contact

Thomas Nash

Chairman and CEO

Mr. Nash is an experienced project manager for business strategy and systems implementation projects, a change leader, business strategist and problem solver. He is also an author, trainer, international public speaker and business advisor. Mr. Nash is currently on the Board of Directors of 6 companies spanning Asia, North America, and Europe.

Tracey Renaud

Director of Consulting Services

Ms. Renaud has extensive business and consulting experience with firms such as U.S. Bancorp, The Canadian Export Development Corporation, Celestica, Accenture, Nortel Networks and General Motors. She has helped organizations develop and implement strategic initiatives leading to improved business processes. Ms. Renaud is a consulting mentor and is bi-lingual in English and French.

Darlene Alvar

Marketing and Communications Manager

Ms. Alvar's experience spans government, non-profit, and private sector organizations. She specializes in business and product identity, marketing strategy, media relations, and event planning. Her marketing and communications project experience includes Mattel, Starbucks, British Tourist Authority (BTA), Durex and AIR MILES. Ms. Alvar communicates in English, Portuguese, Italian, French and Spanish.

Rui Lopes

Business Development Manager, Americas and EMEA

Mr. Lopes has extensive international marketing and business development experience on 3 continents. His experience includes new market strategy development for several international software companies and international negotiations consultant. Prior to joining Xalles he was International Business Director for a supply chain software company. Mr. Lopes is fluent in English, French, Portuguese and Spanish, and holds multiple degrees including and MBA.

Antony Widjaja

Business Development Manager, Asia Pacific

Mr. Widjaja's experience includes project management and business development experience in China, Singapore, Germany and the United States. He is a specialist in international business development and extremely knowledgeable of the Asian market. His experience includes working as a solution specialist for Xerox and a senior consultant for Epson. He holds an engineering degree and an MBA and fluently speaks English, Indonesian and Chinese Mandarin.

FINANCIAL SUPPLY CHAIN SOLUTIONS

Services

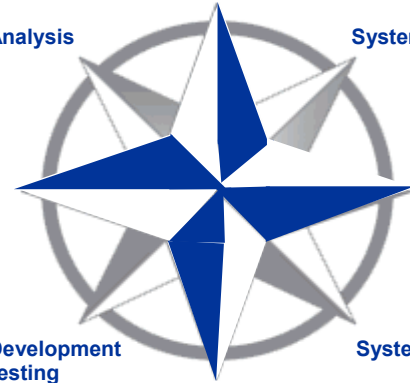
- International Trade Payments
- Manufacturing/Distribution/Retail Supply Chain Payments
- Oil and Gas Industry Payments
- Government to Business or Business to Business Payments (G2B or B2B)
- Government to Consumer Payments (G2C)
- Business to Consumer Payments (B2C)

Systems Analysis

Systems Design

Systems Development & Testing

Systems Integration



Xalles has a core competence in designing and implementing financial supply chain (FSC) systems across commercial and government organizations. Our key objective is to help our clients reduce costs, improve visibility and increase accountability for each participating department within the FSC process lifecycle. We design and develop end-to-end solutions that simplify complex trading and payment transactions by automating the processes, whenever possible, and by resolving disputes in advance based on best practices implemented through business rules.

The Need

Many financial institutions are looking for ways to improve their B2B payment systems and offerings. As the financial services industry continues to embrace new technology and competition becomes increasingly fierce, companies continue to seek new ways to leverage their existing infrastructure to expand their revenue streams. Banks and other payment service companies need to create new business models that are value added to their customers, feasible, scalable and sustainable.

Currently, businesses and government organizations trade with each other without having the ability to effectively manage their financial supply chains. While there has been much progress in the last 40 years to reduce transit times, inventory levels and improve visibility in the physical supply chain, there has been very little innovation in terms of management tools for the financial supply chain (FSC). The FSC market opportunities available today to companies that can redesign how people, process and technology are integrated into a seamless system are tremendous.

The Method

Xalles can provide your firm with a complete Systems Development Lifecycle service. This service can combine our Financial Supply Chain service with our Systems Implementation and Business Design Services, which gives your business the power to design, develop and successfully launch an innovative payment service for your organization and your customers.

How are we different?

- A) We do not favor any particular software or hardware brands so we stay completely impartial when we look at a client's problem. We are very objective and able to act in our client's best interest whether that means helping them enhance existing systems, or create a solution based on one of our own innovative designs.
- B) All of our consultants have at least 10 years of relevant consulting experience in this industry.
- C) Our solution development methodology is based on integrative thinking. We employ rapid prototyping, creative innovation techniques and combine this with the core elements of proven SDLC methodologies.
- D) We try to leverage our client's existing infrastructure and inherent strengths, whenever possible, as part of our solution development to save costs, gain speed to market and minimize ongoing support costs.
- E) We understand how to integrate process, technology and people (user psychology) to ensure that the solutions are successfully designed, built and implemented according to current requirements and future needs.
- F) We base our success on our client's profitability. We will develop the go to market strategy with our clients and assist in the promotion of their new financial supply chain services to their customers.



SYSTEMS IMPLEMENTATION SERVICES



Our goal is to help clients from concept to completion of the implementation project, including setting up appropriate support systems and procedures for a smooth, on-going operation. We will perform a post implementation analysis to ensure that you are realizing the benefits expected from the solution.

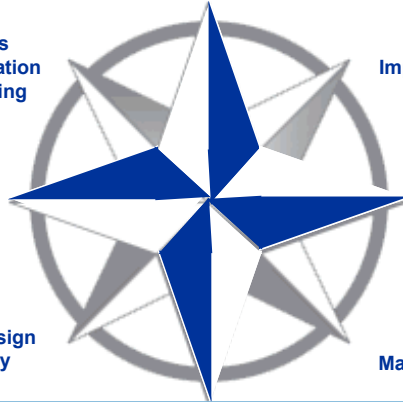
Services

Systems
Implementation
Outsourcing

Systems
Implementation
Design

Training Design
& Delivery

Project
Management



System Specialties

- Contract Management
- Order Entry/Procurement
- Operations/Transportation Planning and Management
- Tracking
- Billing
- Payment and Audit
- Customer Service
- Business Intelligence/Decision Support

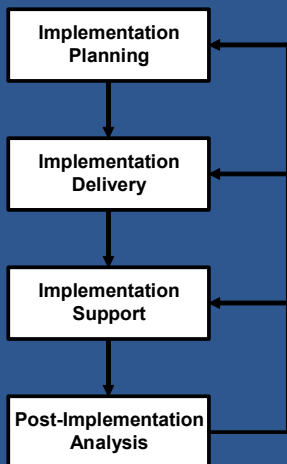
The Need

Most systems projects are cancelled or are completed and operational but are over-budget, over the time estimate, and offer fewer features and functions than were originally scheduled.

How are we different?

- Combine the art and science of project management
- Link the process design with system implementation, training and change management activities
- Create an effective phased deployment to build momentum through the demonstration of benefits to stakeholders
- Design the support structure as part of implementation
- Utilize a unique train-the-trainer program
- Understand the human psychology and motivation of system acceptance and usage
- Design a comprehensive communication plan that addresses all stakeholders needs
- We provide a comprehensive audit that consists of a detailed set of reviews of the existing implementation program, which is then scored based on a comparison with best practices
- We examine all aspects of the implementation program from its overall management to the skills of the individual implementers to the processes, techniques and tools used on each implementation project
- We use a 75-point checklist to help identify specific weaknesses

The Method



Case Study

Situation	One of the largest shippers in the world was faced with the opportunity to reengineer its financial processes in its highly political transportation and logistics areas to save millions of dollars annually through efficiency gains and direct cost savings through systems implementation.
Results	Xalles implemented a new payment and supply chain system and trained more than 10,000 users in North America, Europe, and Asia, delivering the expected annual savings of millions of dollars within 2 years of project start-up.
Client Comment	"I believe that a critical factor in this success story was the overall leadership and commitment to a quality process brought to the project by the Xalles project manager and consultants."

*Don't just hope your system will be successful...
let Xalles help you ensure it will.*

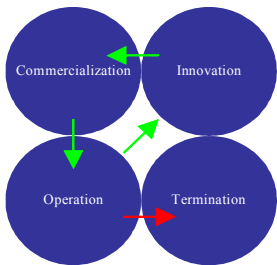


BUSINESS STRATEGY SERVICES



Business Lifecycle

Xalles services are aimed at supporting organizations in all 4 stages of this business lifecycle.



Innovation starts with an idea or concept. As the result of an evaluation process the concept becomes the basis for a new or modified product, service, business line, or business.

Commercialization is the process of taking the new concept to market. In some cases the market is internal customers, but the same principles and strategies apply. *Commercialization* brings the idea to life.

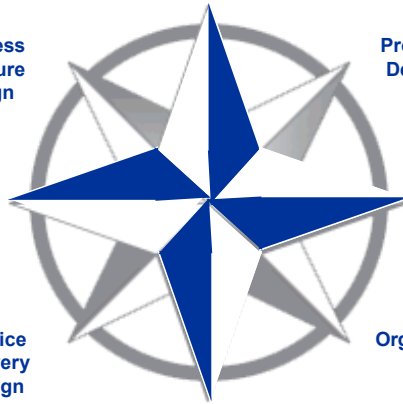
Operation involves the ongoing management activities required to sustain the initiative.

Companies need to look for ways to innovate with new products, processes, markets, customers, distribution channels, business models, pricing, technology, management practices, alliances, acquisitions, and more. The alternative to continuous innovation is business termination. *Termination* occurs when the business design cannot sustain the operation.

Services

Business Structure Design

Process Design



Service Delivery Design

Organization Design

The Need

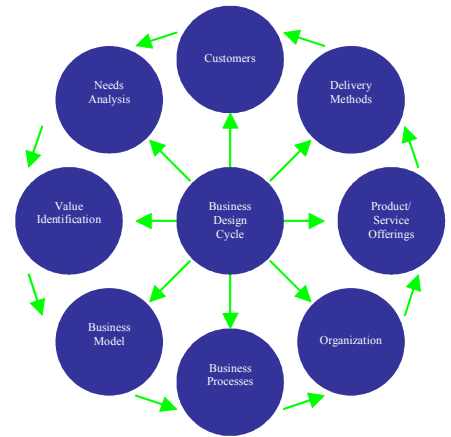
Every business progresses through the stages of innovation, commercialization, operation and ultimately termination. Companies often require assistance in process, organization and business design as they move between business stages.

How are we different?

As Business Navigation Specialists we assist organizations in creating and following the correct roadmap for achieving business objectives. We understand the business lifecycle and the business design processes and their links. We solve difficult business problems and avoid future problems by creating the right business environment and business design for success.

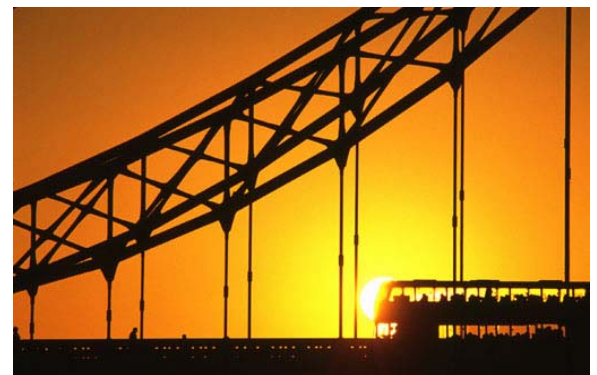
The Method

We take a holistic view towards business strategy development including applying our business design methodology which is based on the cycle diagram shown.



Case Study

Situation	Business unit of a large financial institution was struggling to service their growing customer base. Their new product / service line is poised to be a market leader or fail if the operations group can't maintain service to its customers.
Results	Xalles reorganized the business line for stability and growth and developed all operations management processes to address the organization's and customers' requirements. The reorganization was completed within 4½ months including assuming interim management positions and Xalles assisted with hiring the permanent replacement staff for continuous improvement.
Client Comment	"Xalles played a critical role during the transition from start-up to rapid growth. We have been very pleased with the guidance and assistance Xalles has provided us with."



SUCCESSFUL SYSTEMS IMPLEMENTATION SEMINAR

The Need

Most systems deployment projects are heavily challenged, meaning over budget, over the timeline, or not meeting needs. Many IT projects also end in outright failure, meaning the project is cancelled before it is fully implemented and achieving the benefits expected. The problem has been chronic for over 30 years since most IT project plans are not designed with realities in mind. These realities include resource issues, reorganizations, management and user community changes and technology changes. Systems implementation project plans are doomed to failure unless a new approach is employed.

Audience

The course is designed for sponsors, project managers, and staff working on the rollout and deployment of new, large-scale systems projects. This training program will take the participants through the project lifecycle using our techniques—the techniques that will change the way you manage and take control of deployment projects. Participants will leave this seminar feeling empowered to be change agents and apply the art and science of systems implementation.

Course Description

One of the keys to systems implementation success is understanding human psychology and user motivation. Many systems fail not because of the wrong technology but because all stakeholders and their motivation for change have not been fully considered and designed into the project plan. We teach how to perform a stakeholders analysis and then build an effective communication plan that includes dealing with problem situations and project crises. This program takes a holistic look at the implementation process from planning and strategy, delivery, ongoing support and post-implementation analysis.

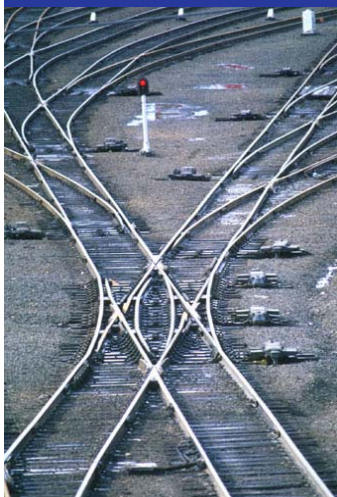
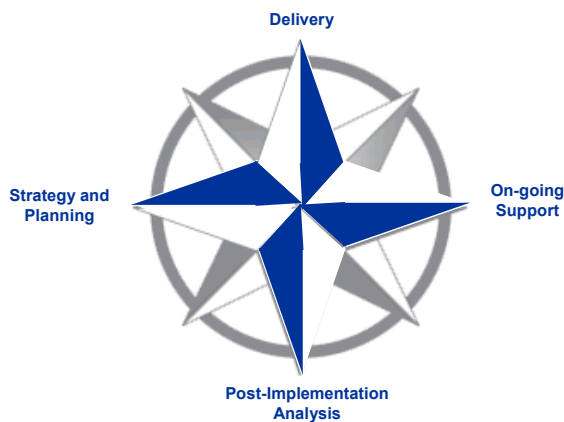
Duration

- 1 day training seminar format, or
- 4 day hands-on seminar plus workshop for project managers and implementers

After attending this course you will realize that there truly is a better way to deploy systems.

Course Topics

- Why do IT Projects Fail?
- The Art and Science of Project Management
- 4 Phase Implementation Process
- Implementation Planning
- Implementation Delivery
- Implementation Support
- Post-Implementation Analysis
- Phasing Strategies
- Training
- Stakeholders Analysis
- Communication Plans
- The Spin Doctor
- Support Strategies
- Key Performance Indicators
- Project Recovery Techniques



PROBLEM SOLVING POWER™ TRAINING PROGRAM

The Need

The future success of any organization is dependent upon the ability and skill with which its people can solve problems faster and develop better quality solutions.

Audience

This course is directed at executives, managers or professionals who are faced with difficult or complex problems. This course starts participants on the path to mastering the art and science of creative problem solving.

Course Description

This high energy, hands-on training course covers the A-Z of problem solving, including unusual techniques that are not taught elsewhere. Participants will learn how to immediately take control of any problem situation including crisis situations, situations seemingly past the point of no return, complex technical problems or strategic business problems.

Duration

3 days (plus optional 1 day workshop)

"After attending this course, you will never look at a business problem the same way again."

Problem

Identify and Define the Problem

Objective

Create Objectives and Goals

Waves

Alternating Waves of Creative and Critical Thinking

Execute

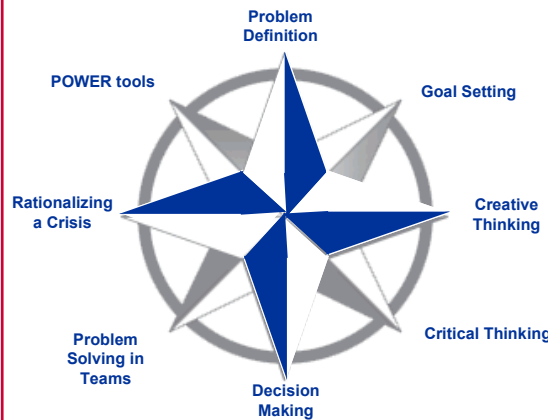
Create and Execute the Plan

Review

Review the Progress and Success

Course Topics

- Problem and Opportunity Identification
- The POWER Process and Methodology
- Defining Problems
- Goal Setting and Vision Creation
- Exploring the Creative Mental Elements
- Separating Creative and Critical Thinking
- Blasting the Creativity Barriers
- POWER Strategy Management
- Effective Decision Making
- Working in Problem Solving Teams
- Business and Technical Applications on the Job
- Conquering the Problem Solving Obstacle Course
- Hindsight and Decision Analysis
- The Creative Competitive Advantage
- Avoiding Common Errors in Problem Solving
- Rationalizing a Crisis Situation
- Managing Complex Problems
- Using the POWER Process Under Extreme Pressure
- How to Use the Problem Solving POWER TOOLS



TOP GUN TTT™ TRAINING PROGRAM

The Need

When implementing new systems, processes or organizational changes, often companies rely on their internal trainers to communicate the messages and properly train managers and staff. There is much room for improvement in the training skills of most trainers to be able to effectively train in these complex topics.

Audience


The course is appropriate for new or experienced trainers of business or technical subject matter. This train-the-trainer programme is designed to take new or experienced trainers and make them better... much better. The focus is on creating a great facilitator of learning, not a great lecturer. Participants are guaranteed to walk away with new skills never encountered before in a TTT program.

Course Description

At Xalles we know that one of the keys to success when implementing new technology or undergoing rapid change is having high quality trainers to facilitate skills development and convey new information. This training course can accelerate a trainer's development and immediately improve performance. Advanced techniques are practiced that even a beginning trainer can apply on their first assignment. Participants progress through stages to become a "Top Gun" trainer.

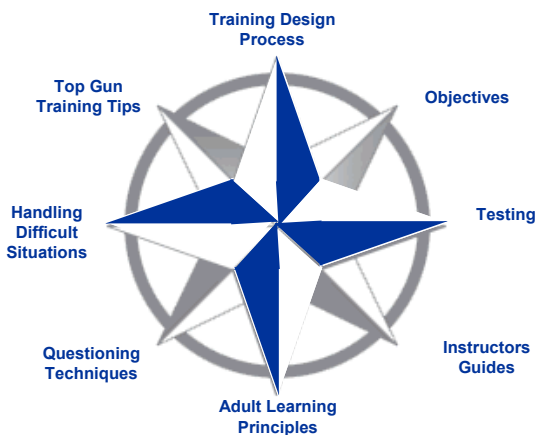
Duration

1 day training plus coaching sessions on the job

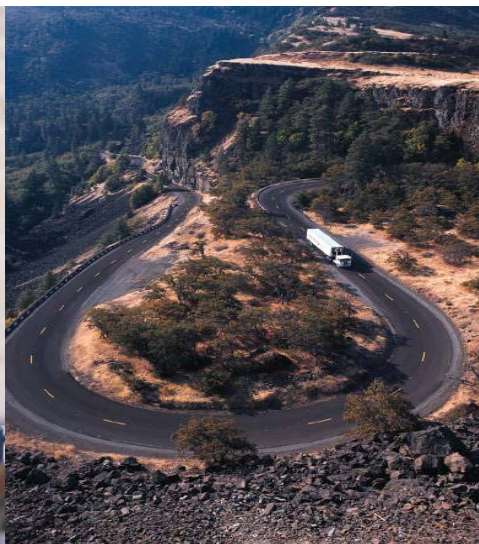


"This course turns new trainers into good trainers, and good trainers into great trainers."

Course Topics



- Train-the-Trainer Objectives
- Introduction to Training
- The Training Design Process
- General Principles of Learning
- The Responsibility for Learning
- Purposes of Training
- Course Design
- Adult Learning Principles
- Participant Learning and Motivation
- Building Rapport with a Group
- Presentation Techniques-Verbal and Non-Verbal
- Techniques for Questioning and Answering Questions
- Dealing with Difficult Situations
- Top Gun Training Tips



INTERNATIONAL MARKETING SEMINAR

The Need

Selling IT products or services in foreign markets is about more than translating brochures into another language and exporting your product. Creating a marketing strategy that will work depends on understanding cultures, local business practices and creative distribution channels.

Audience

The course is aimed at executives and senior managers of IT companies who are currently or considering exporting their products and services to other countries. The focus is on creating an effective international marketing strategy.

Course Description

This seminar will arm IT firms with practical tools and information needed to prepare themselves for international expansion. The speech will include topics of: culture and language, business management, financial readiness, product development and packaging, international marketing, distribution, pricing and international business intelligence. This motivational seminar will guide the participants through the global opportunities available. It includes a facilitated workshop session for participants to begin crafting a strategy suited to their company and situation that will direct their actions in areas of effort they might not have thought to be critical for successful international marketing.

Duration

1 day seminar



“Xalles once again demonstrated their understanding and experience in marketing software in growing markets, particularly Europe, the US and Canada. A company like Xalles can be a great partner to firms who are interested in expanding into new markets.”

Marcelo Salazar
Business Development Manager
ITS
São Paulo, Brazil

Course Topics



- Why Create an International Marketing Strategy
- Regional Comparison of International Markets
- Culture and Language
- Business Management
- Financial Readiness
- Product Development and Packaging
- International Marketing
- Distribution
- Pricing
- International Business Intelligence
- Your Strengths and Weaknesses Relative to Different Geographies
- International Marketability Self-Test
- Planning your International Marketing Campaign
- Marketing Strategy Checklist
- Common Tricks and Traps in International Markets

