

MANLEY GROUP



About Us

Manley Group designs, engineers, deploys & supports technology-based business solutions for organizations that wish to integrate technology into their success and growth plans.

The diversity & caliber of our staff positions Manley Group as the ultimate cross-disciplined consulting firm.

We help our clients realize competitive advantages in the global business community by applying forward-thinking technologies, processes and strategies.

Founded by a western Montana native, "the Cowboy Way" permeates our corporate culture & can help your company shatter "the traditional way."



eTechnology

We design and implement business-to-business and business-to-consumer electronic business services for the enterprise.

Our solutions integrate legacy, ERP, client/server and Internet applications to provide seamless process support through the entire commerce cycle.

From back office connectivity to Internet billing services, we build the things that make e-business work.

Because your business offering is only as good as its infrastructure, we provide networking services to complement our comprehensive software development and integration services.



Business Management

Meeting the demands of the global e-marketplace creates business challenges and opportunities that require new approaches to your competitive strategy, internal business processes and technology deployment.

As your partner in change, Manley Group helps you define and then realize your corporate vision. We design and engineer technology-based solution sets that build a strong competitive advantage in your market space.



Call Center

As companies race to define and deploy strategic e-commerce initiatives, the customer service component is often overlooked.

Managing customer interactions with a state-of-the-art customer call/contact center can be a compelling difference between you and your competition.

Manley Group provides telephony strategies for inbound and outbound customer contact center enterprises.

Our strategies incorporate advanced telephony features, such as Speech Recognition, IVR, CTI, and integrated Web features, to improve your current call handling capabilities.

About Us

Professional Practices

Manley Group consists of three professional service divisions, the eTechnology, Business Management, and Call Center Practices.

Business Management Practice

- Strategic Assessment & Planning
- Project Management
- Business Analysis
- Process Engineering & Management
- Consulting

eTechnology Practice

- Internet Development
 - Business to Business
 - Business to Client
 - Intranet
 - Extranet
- Application Development
- Infrastructure & Integration
- Data Engineering
- Networking Support

Call Center Practice

- Call Center Assessment
- Customer Contact Management
- Design & Build Out
- Workforce Management
- PBX & VM Assessment
- Local & Long Distance Cost Analysis
- Voice & Data Distribution Design
- Deployment & Integration



Experience

Solutions Sets

The combined services of Manley Group professional practices create solution sets that:

- Provide strategic planning for IT initiatives
- Reduce expenses through on-line procurement
- Increase savings via LEC analysis
- Provide customers access to information
- Enhance customer service through Internet billing
- Increase productivity through process automation
- Provide software release management
- Optimize the development life cycle
- Prepare business for technology
- Introduce metrics for successful Call Centers
- Improve communication by implementing corporate Intra- and Extranets
- Automate internal reporting practices
- Facilitate communication among disparate data systems

Engagements

Engagements consist of the design and implementation of the following systems:

- Revenue Management
- ERP Implementation
- Commissioned Payment
- Electronic Bill Presentment and Payment (EBPP)
- EAI Enterprise Application Integration
- User Acceptance Testing
- Development Support and Mentoring
- Network Design
- Project Management

Technologies

We develop state-of-the-art applications for deployment on enterprise-caliber platforms using:

- VB, VBA, C++, COM, COM+, DCOM, PowerBuilder
- J++, Java, Enterprise JavaBeans, Servlets
- ASP, JSP, JScript, VBScript
- HTML, DHTML, XML, XSLT, DOM
- IBM Websphere, ATG Dynamo, MS Site Server
- SQL Server, Oracle, Sybase
- Microsoft® Exchange, IIS, Active Directory, Firewall/Security
- MS Office custom development
- Studio.net

eTechnology Practice

Real-time Intelligence for Business

Our e-business solutions help your company build a competitive edge.

Internet Development

Give it to 'em live

Manley is the glue that binds your new commerce site to your existing back-office systems. We design, engineer, develop, test, implement, support & maintain business systems using proven tools and processes.

Internet Bill Delivery & Payment (IBDP) Services

Performance from pilot to production

Manley Group implements Internet Bill Delivery and Payment (IBDP) systems to reduce expenses, improve consumer relations, and increase market share.

Our IBDP solutions offer a full complement of professional services for billers and a flexible biller service center that provides a variety of delivery services and options.

Networking Services

Software & hardware to make your business work

Manley Group is an MSCP with MS certified engineers. We're with you from design through administration.

Integration Services

Integrating your business assets

Our integration specialists provide product & process development, project management, systems architecture & data modeling. We use industry-leading development tools that integrate existing technology investments with Internet-enabled solutions.

Business Intelligence

Strategic knowledge centers for the enterprise

Uniting information sources across disparate technologies can be a daunting task.

Our systems experts build data warehousing solutions by focusing on achieving your business requirements in the context of current business intelligence technology.

We offer data extraction, transforming & loading services, query and storage administration, and ongoing maintenance to ensure the success of your investment.

Business Management Practice

Leveraging Individuality in a Global Marketplace

The Business Management Practice helps organizations develop and implement business solutions that improve performance, lower cost, improve customer relationships, and increase market share.

We provide the expertise necessary to define, manage and implement the organizational changes (people, process, technology, business) associated with the deployment of IT strategies so you can focus on running your business.

Strategic Planning

Identifying opportunities & issues

What makes your company tick? What are your goals, technological capabilities, corporate relationships?

We'll help you assess your competitive environment and define a business strategy that targets your unique opportunities and improves your company's performance.

Change Management

Change readiness and support

Manley Group helps organizations pro-actively manage the change process associated with the deployment of technology-based business solutions.

We'll help you answer two questions: Is the change ready for the business, & more importantly... is the business ready for the change?

Business Analysis & Process Engineering

Integrating people, business objectives & technology

Your ability to accomplish mission critical processes determines the success of your company. Enter Manley Group.

Our analysts get into your business. We'll help you identify your core processes, determine their contribution to current and future business objectives, & optimize them for your environment.

Project Management

A proven methodology

Manley Group project managers provide leadership.

Your corporate information infrastructure is the set of technologies, processes & people required to deliver your business objectives. Our unique management methodology handles each of these resources throughout the change process.

From small, rapid deployment IT projects, to the implementation of complex infrastructure solutions, our expertise is unmatched in the industry.

Call Center Practice

Building Relationships

The Manley Group Call Center Practice delivers customer care services that support your strategic business objectives, streamline business processes and improve customer intimacy & retention.

We'll assess your existing call center telephony infrastructure and then develop and implement an IT/telephony strategy that uses the power of emerging technologies to meet your customer care objectives.

By leveraging the capabilities of open system telephony products, we deliver feature-rich solutions at an attractive "cost-to-feature" ratio when compared to traditional telephony solutions.

Traditional call centers can use our open telephony architecture to transition to a more open-system client/server environment.

Customer Contact Management

State-of-the-art today, architected for tomorrow

Manley Group provides industry-leading communications infrastructure solutions to support the implementation of e-commerce strategies through the call center.

Our solutions manage all forms of customer interactions, including inbound and outbound phone calls, e-commerce and other web-based interactions, faxes, messaging and voice response.

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