Meliora Business Solutions
Service Portfolio Overview

Presented 25/02/2025

By

Bernard Ezeh

Introduction and Presentation outline

Introduction of Meliora Team

Presentation outline

- Service portfolio overview
- ERP Implementation Advisory
- ERP support advisory
- Training
- Business Performance Management
  - Business operation fundamentals
  - Business improvement Model
    - Self Assessment
    - Improvement Elements
- Q&A

Introduction to Service Portfolio

Service Portfolio Overview

ERP Implementation Advisory

We guide you through the selection, design, and deployment of ERP systems that align with your unique business requirements—ensuring seamless adoption and minimal disruptions

ERP Support

Advisory

Beyond implementation, we offer expert advice on optimizing existing ERP systems, managing licenses, and providing proactive support to keep your operations running smoothly.

System Integration

Our integration specialists connect disparate systems and applications to create a unified, data-driven ecosystem that fosters collaboration and more informed decision-making.

Meliora Business Solutions Services

Training Services

We design and deliver custom training programs (particularly around data science, data analysis, full stack development, mobile app development, and specific product training) that enable your teams to adopt new technologies effectively, ensuring continuous improvement and long-term success.

Quality Assurance Advisory

We help safeguard the quality of your software deployments through rigorous testing and compliance measures, ensuring that performance, security, and user experience standards are met or exceeded.

Business Performance Management

Through robust planning and beyond the change performance framework, we assist you in developing strategic KPIs, driving accountability, and powering sustainable growth.

ERP Implementation Advisory

Our ERP Implementation Advisory service guides organizations through the selection, design, and deployment of ERP systems tailored to their unique needs.

Key actions include:

- Comprehensive needs assessment to align ERP solutions with business objectives.

- Strategic planning and project management to ensure timely and within-budget implementation.

- Change management strategies to facilitate smooth transition to operations and user adoption.

ERP Support Advisory

We offer ongoing advisory services for organizations already utilizing ERP systems, focusing on optimization and support.

Key actions include;

- Continuous performance monitoring and analysis to identify areas for improvement.

- Proactive support strategies that enhance system functionality and user experience.

- Training programs designed to empower staff and maximize the value of your ERP investment.

- Optimization of number of licenses and monitoring usage to avoid default.

Training

Bespoke and standard training offerings;

Technical
- C# Programming for full stack development
- Mobile app development
- Data analysis
- Data science etc.

Business
- Finance for non-finance managers
- Basic economics for managers

Product
- Third party product training
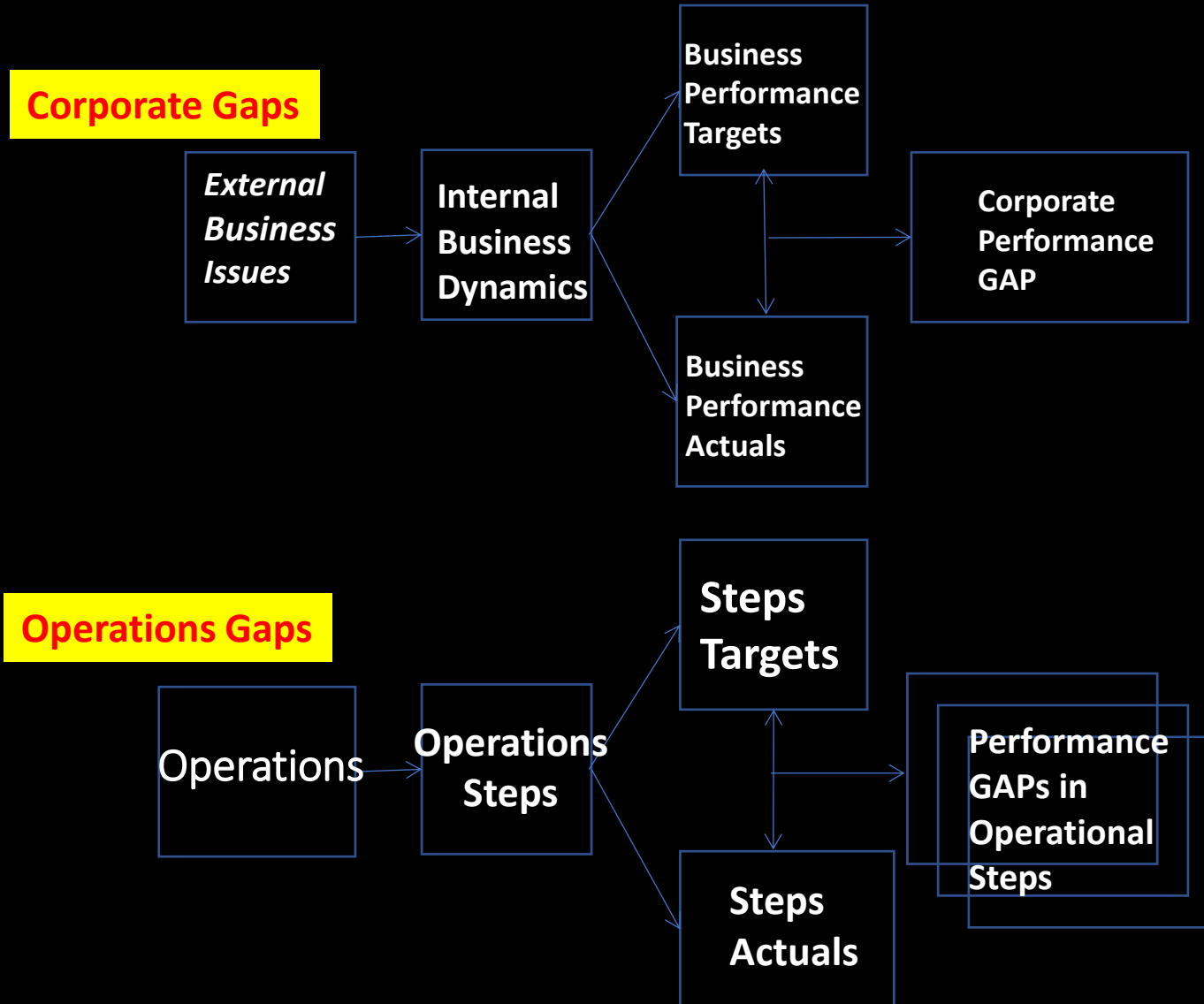- Meliora product training

Career
- Introduce young professionals to the end-to-end business processes typical of corporate organisations. This can also be tailored to clients business processes.
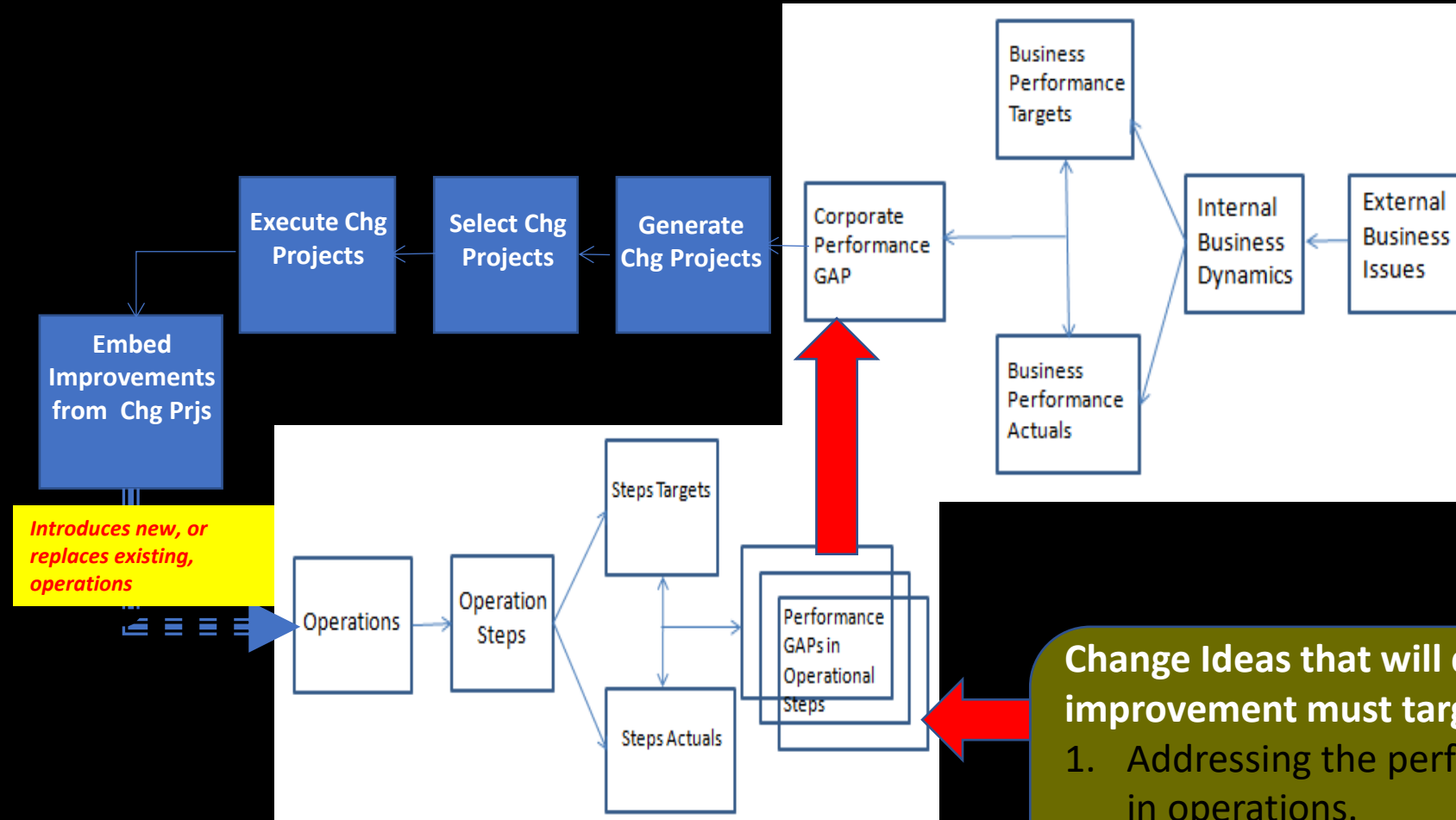
Business Performance Management
Meliora's Approach

The Business Operations Fundamentals

Corporate Gaps

External Business Issues → **Internal Business Dynamics**

Business Performance Targets

Business Performance Actuals

Corporate Performance GAP

Operations Gaps

Operations → **Operations Steps**

Steps Targets

Steps Actuals

Performance GAPs in Operational Steps
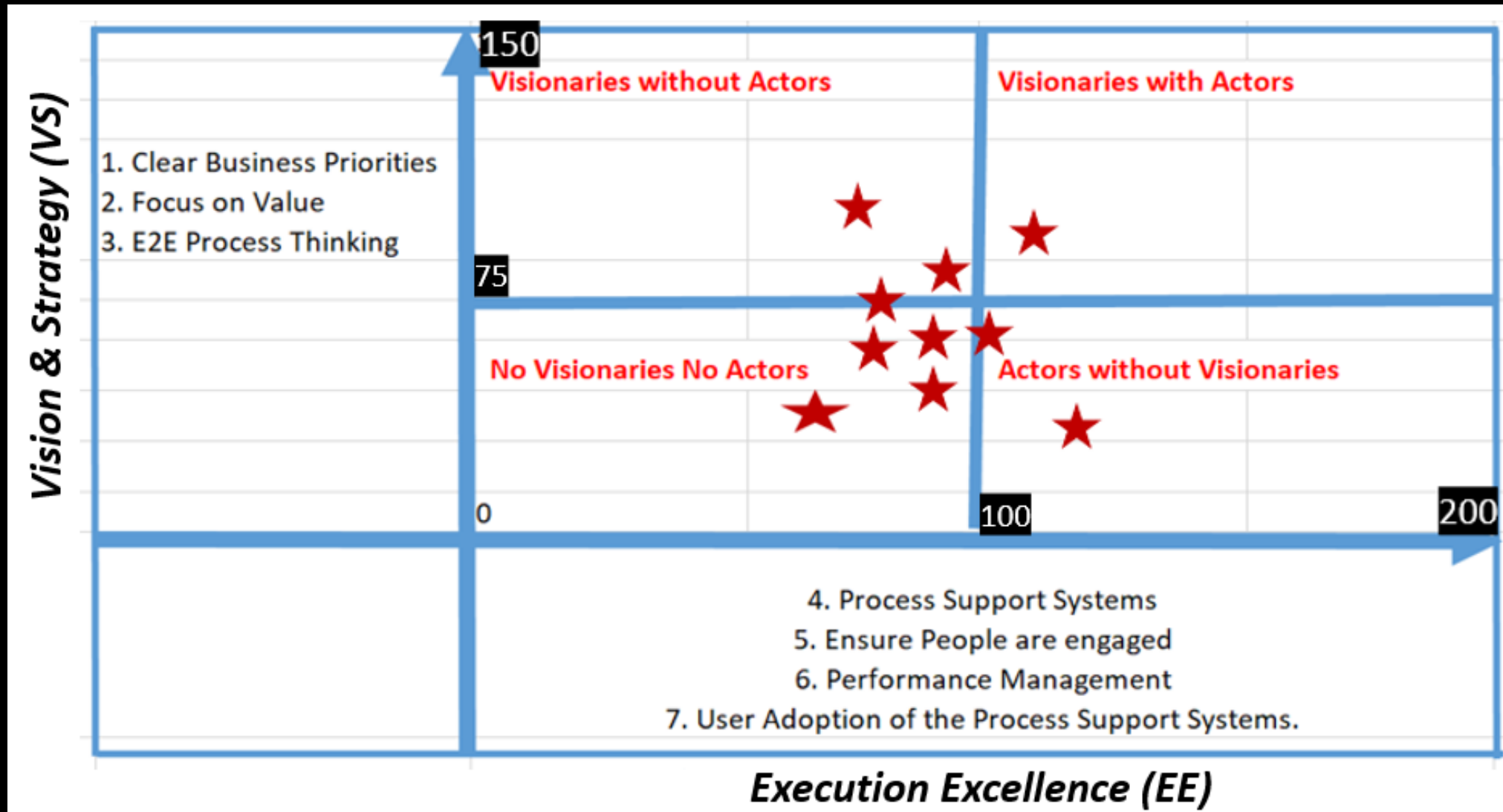
The Business Operations Fundamentals
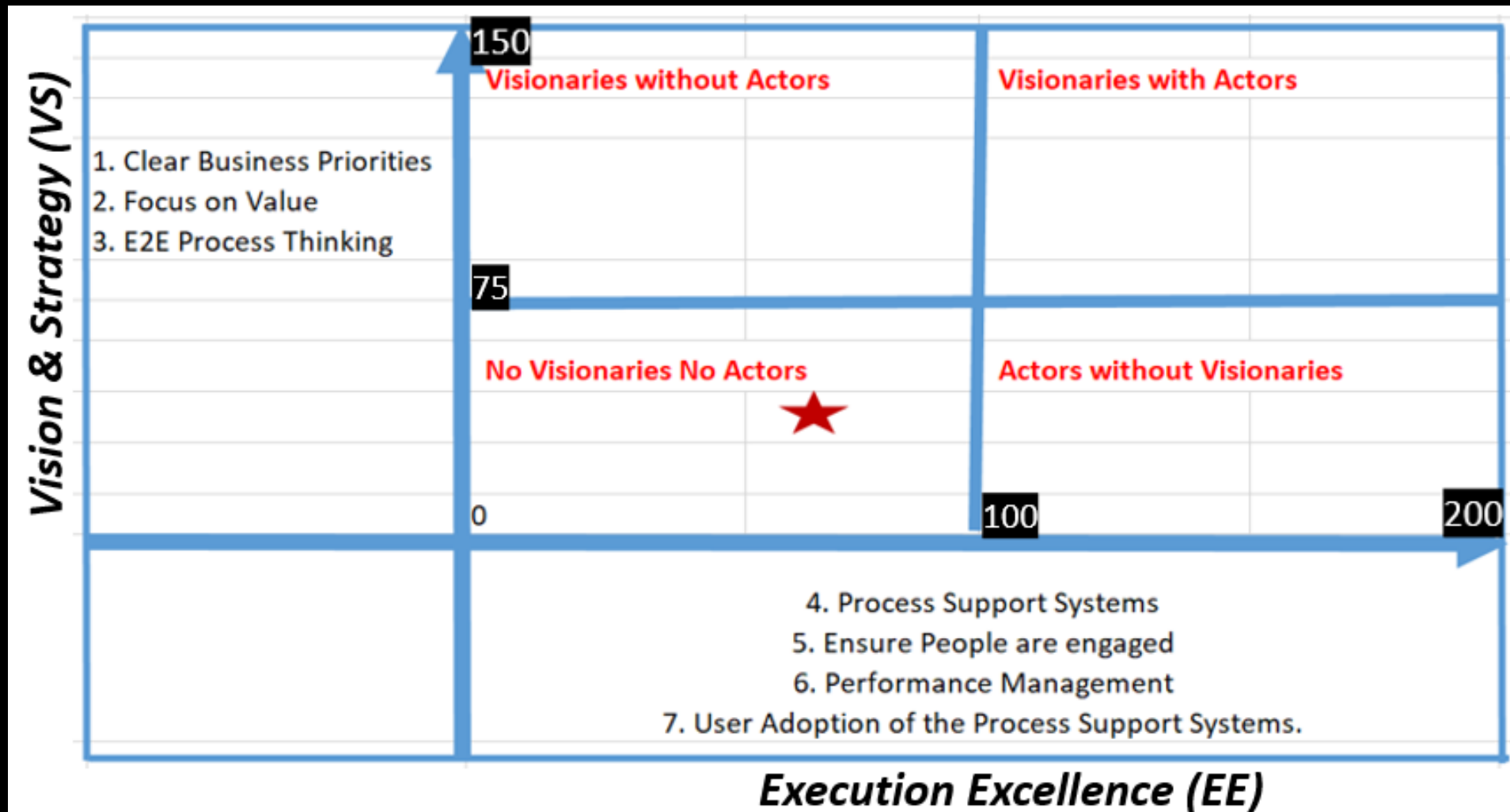
The Business Improvement Model
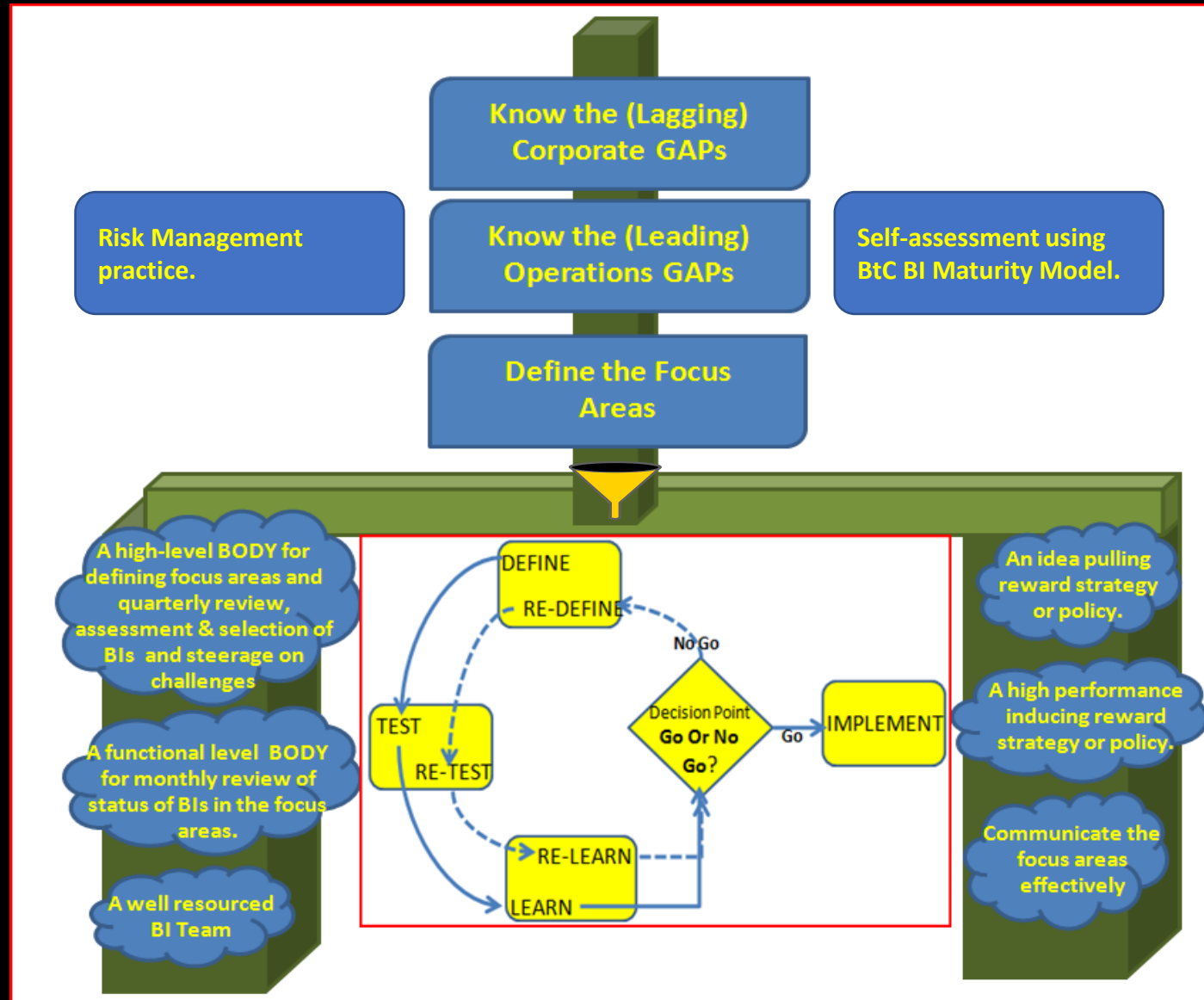
Key Attributes of The BtC Model;

1. Shows how to connect operations step GAPs to corporate GAPs they contribute to.
2. Shows how to ensure that only change ideas targeting reduction of known operations GAPs that are linked to corporate GAPs get implemented.
3. Shows how to test and confirm that a change idea will deliver expected improvement before progressing to implementation.
4. Shows how to check organisational progress with respect to Business Improvement through a Business Improvement self-assessment maturity model that could be tested yearly or biannually.
5. Highlights the need to establish Business Improvement Governance Body (or Bodies) to provide steerage and needed interventions while implementing change ideas.
6. Highlights the need for critical performance improvement focused policy changes to be emplaced.

The Model: Self-Assessment Outcome Charts

The Model: Self-Assessment Outcome Charts

Vision & Strategy (VS)

1. Clear Business Priorities
2. Focus on Value
3. E2E Process Thinking

150

Visionaries without Actors

Visionaries with Actors

75

No Visionaries No Actors

Actors without Visionaries

0   100   200

4. Process Support Systems
5. Ensure People are engaged
6. Performance Management
7. User Adoption of the Process Support Systems.

Execution Excellence (EE)

The Model: Improvement Elements Discussed

S/N	Category	Category Definition	Assessment Outcome / Action
1	Clear Business Priority	Seeks to establish how well the organisation has articulated its vision with clear strategic plan for actualizing it.	Poor assessment outcome here means more effort is required to define the vision / strategy clearly, and an effective way of cascading same to all staff is also needed.
2	Focus on Value	Seeks to establish how well the organisation understand what value is to their individual customers, and how well they have used the information to craft policies that support focusing on delivery of those values.	Poor assessment outcome means that organisation is not increasing or even sustaining her customer base. Action needs to be taken to segment the customer base according to value they bring to the organisation, and craft policies that seeks to ensure these customers get the due attention they deserve.

The Model: Improvement Elements Discussed

S/N	Category	Category Definition	Assessment Outcome / Action
3	End-to-End Process Thinking	Seeks to establish how well the staff understand the core business processes of the organisation end-to-end.	Poor assessment outcome here means that the organisations staff do not understand the processes they execute end-to-end. Which means that they do not know the implications of their actions to the downstream steps in the process. It may also imply that the processes are not documented. Action will therefore be required to document the processes and conduct business process training for the staff.
4	Process Support Systems	Seeks to establish how well the execution of the end-to-end business processes is supported by effective system solutions.	Poor assessment here means the organisation does not have software systems supporting the business processes end-to-end. Action needs to be taken to; identify the key areas with solution gaps and identify the appropriate system solutions to address the gaps.

The Model: Improvement Elements Discussed

S/N	Category	Category Definition	Assessment Outcome / Action
5	Ensure People are Engaged	Seeks to establish how well people are engaged and how free people are to express their views / opinions about the organisation, as both are key drivers of innovation.	Poor assessment here means that people are not performing at their best, and as such needs to be addressed to empower staff to explore and be innovative, and in so doing bring enormous value to the organisation.
6	Performance Measurement	Seeks to establish to what extent performance measurement is taken seriously by the organisation. Whether all critical activities are measured, outcome reported, and discussed regularly.	Poor assessment here means that proper performance management practice is not embodied in the operations of the organisation. Action is therefore needed to emplace the performance management culture through emplacement and operationalisation of performance management practice (establishing measures for all tasks, conducting measurements, periodically discussing the outcomes, and acting as guided by the outcomes).
7	User Adoption	Seeks to establish how well the organisation embed implemented changes in order to reap the targeted improvements.	Poor assessment here means that the changes that the organisation invested capital to implement are not effectively embedded in the operations of the organisation, hence can not lead to any improvement. Action is therefore required to drive the adoption of the implemented changes across the organisation, for the improvements to materialize.

The Model: Supporting Tool Discussed

Service Portfolio Overview
Areas we can work together

Meliora Business Solutions Services

ERP Implementation Advisory

We guide you through the selection, design, and deployment of ERP systems that align with your unique business requirements—ensuring seamless adoption and minimal disruptions

System Integration

Our integration specialists connect disparate systems and applications to create a unified, data-driven ecosystem that fosters collaboration and more informed decision-making.

Quality Assurance Advisory

We help safeguard the quality of your software deployments through rigorous testing and compliance measures, ensuring that performance, security, and user experience standards are met or exceeded.

To Improve Integration with the Producing Companies

ERP Support
Advisory

Beyond implementation, we offer expert advice on optimizing existing ERP systems, managing licenses, and providing proactive support to keep your operations running smoothly.

To Improve User Adoption

Training Services

We design and deliver custom training programs (particularly around data science, data analysis, full stack development, mobile app development, and specific product training) that enable your teams to adopt new technologies effectively, ensuring continuous improvement and long-term success.

Human Capacity Development

Business Performance Management

Through robust planning and beyond the change performance framework, we assist you in developing strategic KPIs, driving accountability, and powering sustainable growth.

Overall Efficiency Improvement

Proposed Next Steps

- A team of NUIMS and MBS staff to collaboratively define the scope of work for NUIMS, and outline the next steps required for formalization.

- Agree a possible follow up meeting date with NUIMS management.

Thank You