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**ProSource** provides business analysis and business development services: We help clients with business analysis, solution and vendor selection, process improvement, and market research & strategy. Here is a sampling of projects:

- **Client:** One of the nation's largest K-12 school systems, the largest employer in its county, as well as one of the leading users of technology in education

**Projects and Services Performed:** The school board needed to know the amount of dollars allocated for the technology infrastructure and to determine the feasibility of implementing new technologies throughout the school system. A total cost of ownership (TCO) study of the district's expenditures on computer workstations, software, peripherals, staff development, and technical support was performed, in addition to a cost-benefit analysis study of implementing a system-wide technology. The information of both studies enabled the school board to make informed decisions on funding technology programs and the impact for the following fiscal year and for the overall information technology plan.

- Web-based portal integrating data warehouse, digital instructional resources, demographic and financial data. Performed as business analysis and served as the project liaison. Gathered requirements and specifications for content and user interfaces. Served as liaison among stakeholders, including administrators, development team, instructional staff and vendors. Coordinated team development meetings. Conducted research on similar models and potential content providers including Gartner Group. Created documents including conceptual design and functional specifications. Developed and maintained the informational web site, an integral resource for disseminating details on project scope, planned outcomes, and progress.

- Financial services department was required to re-engineer its telephony invoice payment process to reduce processing time and increase staff productivity. Interacted with multiple units within the financial services and purchasing departments and analyzed, documented and provided recommendations which were presented to system review board.

- **Client:** Top 5 Staffing & Outsourcing Services Company

**Project and Services Performed:** PeopleSoft financials/human resources modules implementation for over 600 sites for compliance with Sarbanes-Oxley (SOX) Act. Interacted with executives, development team, and customers for business process improvement initiatives. Performed process analysis, and the design & development of leadership and field documentation, including online training materials.



- **Client: Reservations provider for 2 of the largest travel companies in the U.S.**

**Project and Services Performed:** The company provides reservations services for two of the largest travel agencies in the United States. Web-based and portal application for reservations interface, on-line analytical processing (OLAP), and revenue management. Gathered requirements of user groups including sales, product development and e-commerce. Interacted with training team to design and develop instructional solutions.

- **Clients: 2 of the largest affiliates of the American College of Healthcare Executives**

**Project and Services Performed:** Established web portal to provide member services including information resources, employment database registration, online registration and dues payment (e-commerce). Gathered requirements of stakeholders (board members, vendors and selected membership), and performed project management of web development. Result was on-schedule, within budget delivery of two of the most visited websites of the association.

- **Client: International food products distribution company**

**Project and Services Performed:** Company sought to expand its product line and needed to create an informational resource to attract new vendors. Analyzed business operations and created a company profile and strategy document which contained information on management and sales staff, company history, facilities, distribution channels, existing product line and business growth strategy

- **Client: Fifth largest public healthcare system in the United States**

**Project and Services Performed:** Provided management consulting services for projects including process and quality improvement, provider relations, RFP for claims processing services & system, and business development.

For more information, contact Paul Ryan at 954-560-7205 or [paulr@prosourceba.com](mailto:paulr@prosourceba.com)

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