

Innovation & Applied Technology Branch

Ontario Ministry of Government Services

AT A GLANCE:

COMPANY:

Innovation & Applied Technology Branch
Ontario Ministry of Government Services

PROJECT:

CRM Centre of Excellence

GEOGRAPHY:

Ontario, Canada

INDUSTRY:

Public Sector

KEY CHALLENGE:

CRM Centre of Excellence for Ontario Public Sector

ABOUT CLYTAN:

Clytan is a professional services firm offering measurable business value to our clients in the form of enterprise application services with an emphasis on implementing CRM and ERP suite of software applications.

We provide in-depth implementation expertise, business process best practices, systems integration and program management services.

COMPANY: The Innovation & Applied Technology Branch (IATB) of the Ontario Ministry Government Services is responsible for supporting and coordinating common innovative initiatives to various Ministries in the Ontario government.

PROJECT: CRM Centre of Excellence

CLYTAN INVOLVEMENT: The IATB, under the purview of the Office of the Corporate Chief Technology Officer, engaged Clytan through Deloitte Consulting to provide CRM expertise and to develop and recommend a CRM Centre of Excellence for the Ontario Public Sector (OPS).

DELIVERABLES:

- Develop and recommend a CRM Centre of Excellence strategy for the Ontario government
- Provide CRM expertise to various ministries in the Ontario government
- Develop and recommend a CRM Compliance business architecture

SERVICES PROVIDED: Clytan provided foundational high level architecture components to advance the integration of CRM across the participating ministries, which included CPPB, MEOI, MOL, MOE and OMAF. Clytan recommended an enterprise CRM solution that aligned business requirement elements and technology architecture. The framework was based on the OPS established Enterprise Architecture Process Methodology and the Zachman Framework.

RESULTS: Working hand-in-hand with the Project Lead and Project Sponsors, Clytan demonstrated its expertise in CRM and its ability to build strong relationship with the leadership at MGS with the following successful outcomes:

- CRM Centre of Excellence was established.
- CRM awareness was significantly elevated at the participating ministries.
- CRM deliverables at participating ministries were spearheaded through support from MGS.
- A funding model for providing CRM support by MGS was established.
- Common architecture components were identified.
- Ministry of the Environment released an RFP to select a CRM product vendor.

“The deliverables developed were of the highest quality with a lot of creativity from the consultant.”