



## Advantageware, Inc.

**Advantageware, Inc.** is a boutique consulting firm and custom solution developer servicing Fortune 500 and private companies, financial institutions, media companies, and community-specific start-ups.

For more than a quarter of a century, **Advantageware, Inc.** and its division **The 21<sup>st</sup> Sentry** have delivered:

- ◆ **Operational Tactical Solutions** that solve today's business operations, compliance, and/or security problems;
- ◆ **Innovative and Cost Effective Improvements** of processes, controls, customer and corporate data content and/or usage, customer communications and related target marketing channel interfaces; and
- ◆ **Custom Mission Critical and Proprietary Business Software Solutions** to enable clients to meet ever-changing regulatory and marketplace demands.

Our expert knowledge and solid experience assists clients as they confront the issues caused by the accelerated pace of business market, model and environment changes. Our "do what it takes", "can do" culture has produced an excellent track record of delivering solutions.

Our work results in measurable benefits to our customers: shorter delivery time, accelerated and improved business processes, competitive industry advantage. Our success has been a direct result of our ability to deliver quality results on time and within budget. We measure our success in the significant amount of repeat and referral business we receive.

Our engagements vary in type and range from special short-term assignments to full, large-scale project efforts. When beginning an engagement, we work with our clients to scope the project, determine appropriate deliverables, and determine how we can best be of service.

**Advantageware, Inc.** and its division **The 21<sup>st</sup> Sentry** give its clients the option to work with them on an "as assigned", "complete project", or "retainer" basis.

Whenever feasible, engagements are performed on a fixed-price project basis. We are prepared to perform these engagements at our facilities or, if required, at our customer's designated site.

To reach us, simply call **888.858.0800** (or in NYC, **212.319.1903**). To learn more, visit our website [www.advantageware.com](http://www.advantageware.com).



### Recent Engagements

- ◆ As part of an acquisition team, worked with Business Operational Areas, Auditing, IT, and Executive Management. Performed: process and control reviews; data migration of the acquired entity's legacy and outsourced systems; and the documentation of several of the acquired company's business processes and controls.
- ◆ For a medium-size investment firm, reviewed and analyzed SOX process documentation and control testing processes and tools. Made and presented recommendations to streamline their "change revision" processes and identified ways to streamline the on-going required staff education. Performed several follow-up projects: developed new documentation naming and formatting standards; streamlined the change, testing and release of SOX related processes and controls; developed a stop-gap program which enabled them to manage the change process; and developed an RFP to find a cost-effective software solution to manage the required SOX information while providing a complete change audit trail.
- ◆ Working with the marketing area of a major Private Bank, developed a "community model" that is used to monitor specific targeted markets comprised of current and potential customers. Extensive use of internal and external data sources are gathered and analyzed on both a scheduled and ad-hoc basis to determine changes in the demographic relationship of purchasing patterns, channels, and volumes. Developed an executive dashboard for senior and middle management.
- ◆ A software company engaged Advantageware to assist in documenting the required financial controls for SAS 70 Certification. A small team of documentation specialists worked with IT and Business Operations staff. This team first developed the necessary standards and procedures required to produce and maintain the certification and future SAS 70 audit controls and documentation. Next, developed a tool set to enable the client to implement full "change-management" procedures. Advantageware staff members then documented financial controls on an as-assigned basis.
- ◆ A major financial institution acquired an investment firm. Advantageware was engaged to support the special task force efforts to determine the acquired entity's Financial and IT effectiveness. In this capacity, Advantageware team members performed process analysis for selective financial processes and related IT support systems. They determined what was needed to bring them inline with the financial institution's processing, compliance and security standards. As a follow-up to this effort, Advantageware was engaged to develop and/or update all necessary documentation (financial and related IT operational processes and controls) and related training material so as to achieve proper compliance and make the unit "audit-ready".
- ◆ A major bank's card division upgraded its statement processing target marketing process so as to support more effective customer master file segmentation and individual cardholder selection. Advantageware made significant



## Special Engagements

enhancements to existing software and performed extensive system and regression testing. In addition, Advantageware worked with the business unit staff to develop a user acceptance testing strategy and related test cases that would enable the software and all of its subsequent releases to be reliably tested quickly and accurately.

- ◆ A major bank engaged Advantageware to perform a Project Audit of its worldwide “Know Thy Customer Project” to determine if it was on target. This multi-staged project required: an upgrade to the corporate infrastructure hardware, network, and operating system; the purchase, customization, and integration of a third party software solution; a massive data conversion and data loads to populate the new solution’s databases; the development and worldwide deployment of specialized training programs; and a comprehensive testing strategy and program that included multiple iterations of both automated and “live” testing. A small team consisting of a senior management specialist, two senior business analysts and two technical specialists worked with the project team (bank business area experts and liaison personnel, bank operations and IT staff, third party vendors, and the bank’s audit department). The resulting report provided management with the exact project status in terms of function, open issues, dollars spent and time and dollars remaining along with recommendations to resolve issues and how to improve inter- and intra-communication. Advantageware has been retained to continue working with the Project Management Office on an as-scheduled basis.

In addition, much of our recent work is performed under the auspices of non-disclosure agreements. Without going into detail, a major portion of this work has dealt with uncovering and documenting white-collar crime. Our expert knowledge areas are: anti-money laundering; tracking the use and changing of employee personal and/or corporate and/or customer confidential data; performing “discovery” and documenting the misuse of actual data and transaction information; reconstruction of an event; identity theft and misuse; misuse of corporate identity and resources; standards and evaluation criteria development; and project management.

All of these engagements required “getting the job done” as quickly as possible while ensuring complete confidentiality, creating the correct audit trail, safeguarding client’s assets and reputation, preventing recurrences, and arriving at a resolution with as little disruption as possible to the regular flow of business.

Our team of appropriate subject matter experts and technologists works with accountants and finance professionals to provide unique approaches to complex business matters. Bringing together data analysis techniques with proprietary soft- and hardware and by using advanced investigative techniques, we can identify, seize and analyze information (and secure evidence) located on a computer system or other storage media.



## References

*“Thanks for all the work Advantageware put into this important project. It was a fast moving initiative that got addressed according to an aggressive plan. Very successful I might add. I enjoyed the collaboration.”*

*President, Major International Publisher*

*“We made the impossible date and are all speaking at the end. Advantageware’s efforts kept us focused and working as a team. And our customers are very happy with the new system.”*

*Senior Vice President, Major Bank*

*“We were ready for the merger audit and got through it with flying colors. Advantageware’s guidance on how and what to prepare allowed us to deal with the business of our business”*

*CFO, Major Software Company*

*“We had been running for over 5 years trying to keep up with the non-stop mergers and reorganizations. Advantageware helped us take a hard look at our organization and worked with us to streamline and realign without disrupting our business. During this effort, we maintained key staff, re-established career paths and training programs which improved morale and work quality, and enabled us to deploy badly-needed technology improvements.”*

*Senior Vice President, Major Bank*