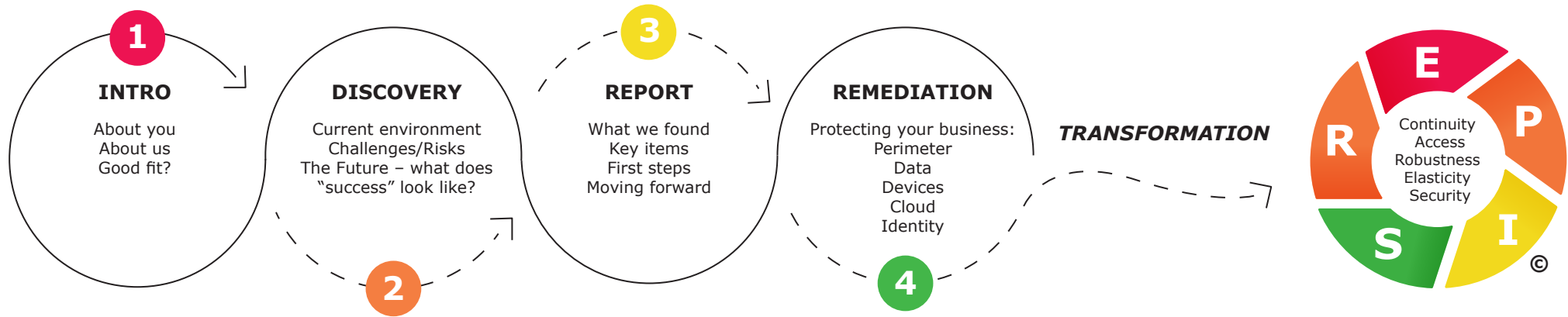
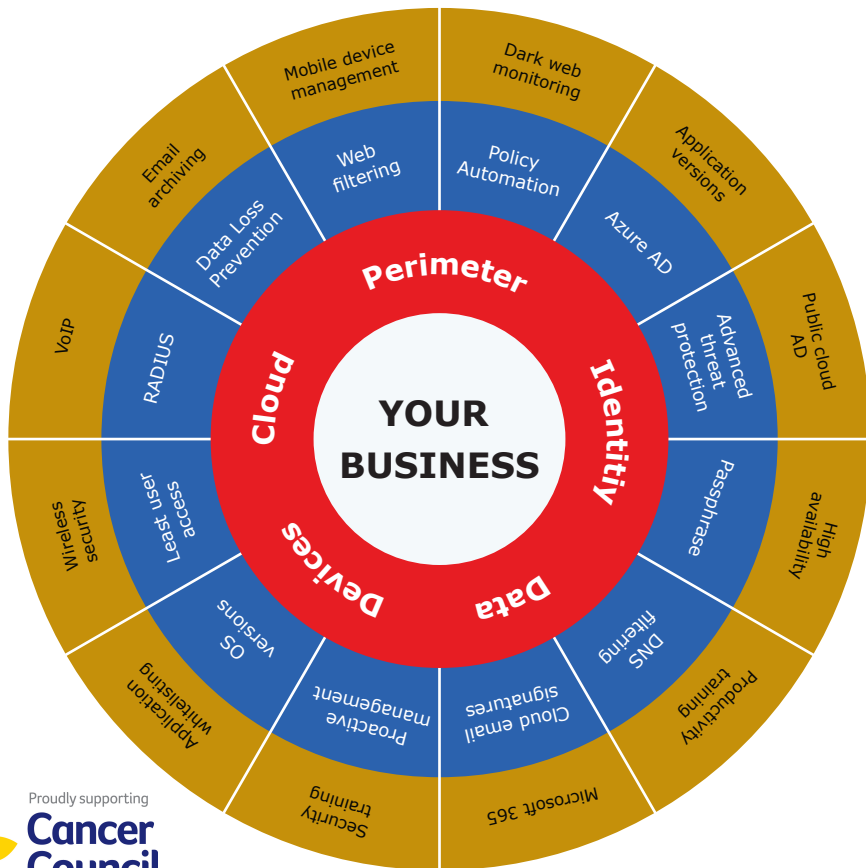


THE CALVERT PROCESS[©]

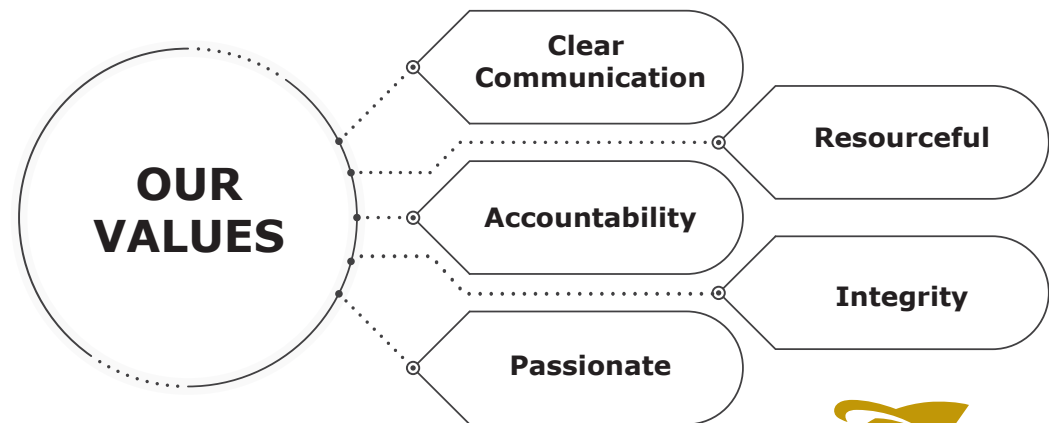


OPERATIONAL MATURITY MODEL[©]



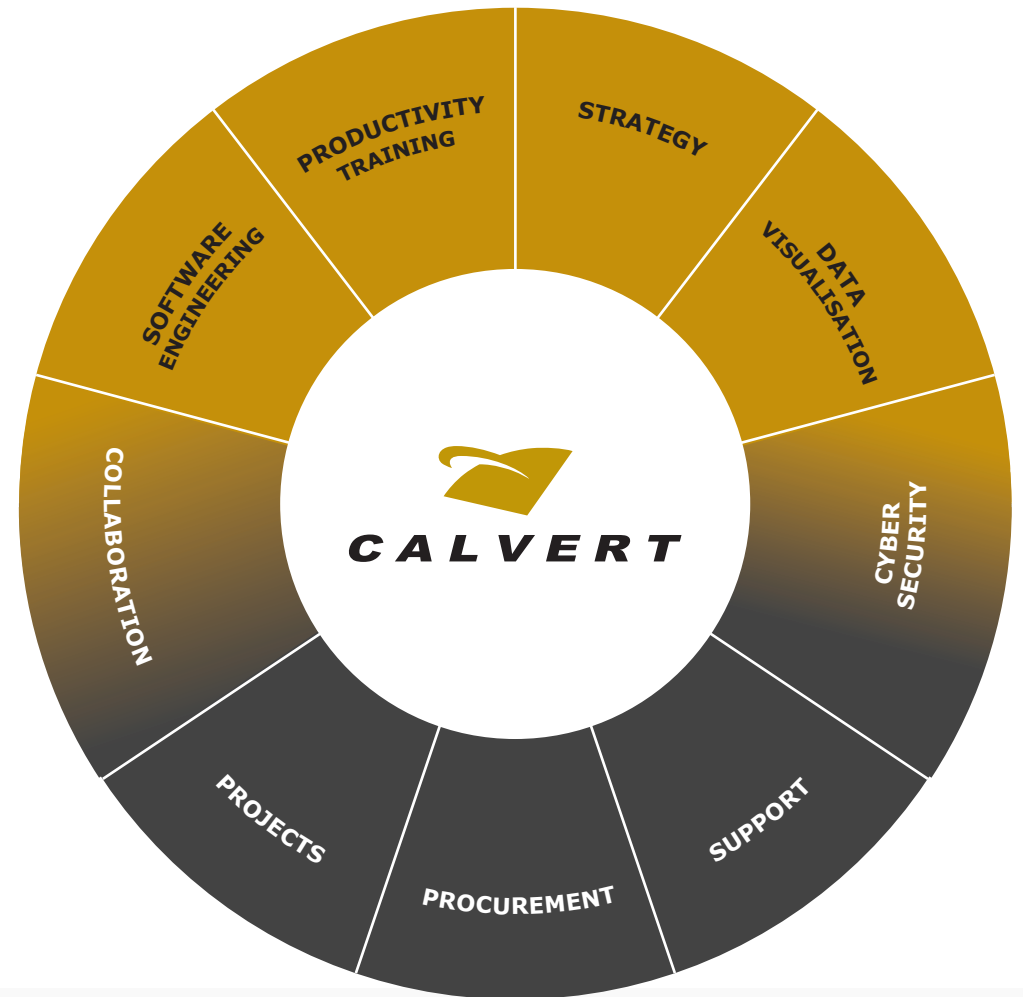
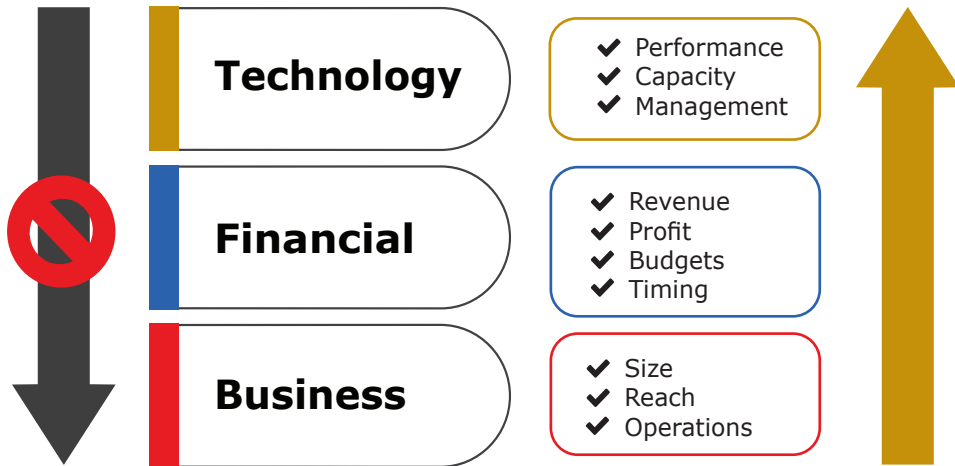
The EPISR Cycle

- Education:** awareness that something needs to change, either due to problems being experienced or business plan directives; investigation/research/audit; typically in conjunction with management
- Policy/Process/Product:** identification of what needs to be implemented; performed in consultation with the business plan
- Implementation:** development and deployment phase
- Support:** training, maintenance, management
- Review:** monitor operations; review performance against expectations



THE CALVERT DIFFERENCE[®]

THE THREE PLANS[®] RISK



Support Model

Reactive: you have a problem and alert us; join the queue; higher risk of down time; "hourly rate" billing; the longer it takes to fix, the more it costs you; more surprises; low operational maturity; you are accepting the higher risk

Proactive: we monitor your systems; we can fix issues before they become problems, often before you know about them; lower risk of downtime; fixed billing; the longer it takes to fix, the more it costs us; less surprises; higher operational maturity; we are accepting the higher risk

**Leveraging
technology for
transformation**



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