

CAPABILITY STATEMENT



2006 - 2007

*Hartford Green
Consulting*

Table of Content

Section	Page
Hartford Green Consulting – Profile	2
Human Resources Services	4
Strategic Change Services	5
Process Improvement Services	7
Technology Solution Services	10
Why Hartford Green Consulting?	12
Our Team	13
Contacts	116

Profile

Our Firm

Hartford Green Consulting Limited (HGC) is a provider of cutting edge management consulting services in Nigeria. Incorporated in 2005, HGC was established to provide unique and innovative solutions to organisations and measurably enhance their ability to build value, manage risk and improve performance in an Internet-enabled world. Hartford Green Consulting is headquartered in Lagos, Nigeria.

Our business

Hartford Green Consulting assists its clients build value, manage risk and improve their business performance. We provide a range of consulting services to leading private and public institutions in the three broad areas of People, Technology and Process.

Our strategic alliances enable us to draw on a network of specialists with expertise in financial services, oil, consumer industrial products and services (CIPS) and government.

Our services

Hartford Green Consulting offers an array of consulting services and we are dedicated to meeting and exceeding clients' expectations. With an impressive blend of skills and resources and experience, our consultants manage complex projects with innovative capabilities and future-proof knowledge from development through to implementation of strategy.

Some of our key consulting services include:

- Human Capital Management (HCM)
- Performance Improvement (PI)
- IT Strategy formulation and implementation (ITS)
- Information Technology Management (ITM)
- Systems Integration (SI)
- Information Systems diagnosis / Review (ISD)
- Network Design & Implementation (NDI)
- Change Management (CM)
- Outsourcing & Support (OS)

Commitment

As an organization, we are firmly committed to uniquely and innovatively meeting business needs.,

Key to this assertion is the assurance of having consultants with the right skill mix, whose experience and expertise encompasses a wide range of sectoral and technical disciplines, in project team composition and assignment execution.

Understanding

Our approach to all client services is founded upon thorough knowledge and understanding of the Nigerian environment and the business needs and individual business circumstances within

each client's environment. Thus, we are able to tailor unique and the best solutions to our clients' business needs thereby building a mutually beneficial relationships with our clients

Experience

Each member of our professional staff has in-depth national and international experiences from many years of working in major industries within their profession with an average industry experience of 10+ years. They are thus able to apply modern technologies and techniques to assignments in emerging markets.

Also, more than 95% of our functional consultants are multi-skilled professionals as such are experienced in anticipating and responding to the unique and special developments affecting key markets and industries.

Our Human Resources Services

People are increasingly viewed as the "only sustainable competitive advantage." Our Human Resources Management (HRM) practice works with clients to maximise the value of their Human Capital and to deliver demonstrable business benefits and shareholder value.

Our value proposition to our clients is "to provide global human resource solutions by delivering integrated world class services." We do this by focusing on three core areas:

- HR Strategy: the alignment of workforce management with strategic business objectives
- HR Transformation: This has to do with ensuring a seamless movement from the "as is" situation to the "to be" situation, as new strategies are implemented. It involves identifying problem areas, tackling bottlenecks, building relationships of trust and implementing action plans to support new business imperatives.
- HR Information Systems: the maximisation of the business benefits that technology can bring to transaction processing and user support.

We work across the full spectrum of the HR processes and activities to bring in-depth technical skills and knowledge to bear on clients' problems and issues. This combination of technical skill and experience helps to address such issues as:

- [Strategic resourcing](#): addressing the need to acquire, develop, reward and retain those knowledge workers who are crucial to future success.
- [Performance management frameworks](#) that align individuals and teams with organisational goals in ways that emphasise both behaviour and achievement.
- [Management and career development approaches](#) that underpin organisational core competencies.
- [Compensation & Total Rewards](#)
- [Diversity Search](#)
- [Executive Search](#)
- [Succession Planning](#)
- [Systems and automation](#)
- [Outsourcing](#)

At the heart of our offering is the capacity to transform HRM activities and processes through the use of technology. Through our close relationships with the major suppliers of HR Information Systems, we are able to envision and implement radically reengineered HR service delivery organisations.

We partner with SAP, Oracle, Microsoft and IBM as Systems Implementation & Integration consultants and HP and IBM as Infrastructure consultants.

Our Strategic Change Services

Our Strategic Change consultants work with clients in a collaborative manner, developing integrated market and business strategies to create rapid and sustainable value. We combine depth of specialist and technical skills with breadth of understanding of the different elements of business, and their interdependencies.

Hartford Green's services in Strategic Change are structured around five competencies, which are integrated to transform clients' organisations, create and sustain value. These are

Business Strategy – Helping our Client Leverage on their Technology and People

Our Business Strategy group answers the questions about where and how to compete. We develop value-creating enterprise-wide business and market strategies that leverage your market position, operational competencies, processes, culture, technologies, and people.

Information Technology Strategy - Helping You Gain Competitive Advantage

Our Technology Strategy group answers questions about using Information Technology to gain competitive advantage. We develop technology strategies for clients, including information, process and product strategies. Our strategies are aligned with their business objectives and give them a competitive advantage through transformational changes.

Organizational Strategy - Defining and Facilitating You Organizational Transformation

Our Organisational Strategy group answers questions about how clients can organise their structure, the people and skills they require, and the values and culture they seek to create.

The group also develop organisational designs that align clients' structure, process, measures, performance, culture, and people with their business objectives.

Operations Strategy - Developing Operations Strategies for You

Our Operations Strategy group answers questions about how to allocate and deploy resources; and how to put into operation the business strategy and build strategic capabilities. We can:

- develop operations strategies for you, providing breakthrough improvements in business operations; and
- Conduct integrated multi-process, multi-function profit improvement programs.

Change Strategy - Minimizing Risk and Maximizing Impact for You

Our Change Strategy group answers questions about mobilising the change program to remain on-strategy, realise the benefits case, and work with the organisation to migrate to the end state.

We design and carry out large-scale operational transformation in a manner that minimises risk and maximises the impact for you.

HGC's methodology ensures minimal disruption during change processes whilst maximising the object of change company-wide.

Our Process Improvement Services

Our Process Improvement (PI) services focus on improving business and organisational processes. The goal is to make our clients' organisation agile thereby enabling them to take full advantage of the opportunities in their market. Based on Clients' strategic objectives, we facilitate the improvement of performance across their business, through reshaping processes, transforming the organisation and using enabling technology effectively.

Working with clients', we find innovative ways to align existing capabilities and resources, as well as access new resources, to create and continually renew competitive advantages in line with our clients' operational strategies.

Our business processes services include:

- Market & Customer Management (MCM)
- Business Operations Service (BOS)
- Information Technology Management (ITM)
- HR Process Improvement

Hartford Green Consulting works with clients to improve their organisation's process reduce time and costs and enhance quality and productivity through the application of technology and organisational changes.

Market & Customer Management

We help organisations to develop operational strategies, business processes and an information framework that generates sustainable and profitable revenue growth and that supports a market intelligent enterprise. We focus on our clients' customer and add a dimension of accountability to sales, marketing and customer service functions.

We leverage market and customer information to build a competitive advantage; identify business opportunities; define target market and efficient customer acquisition methodologies; and turn customer service into a source of market advantage and increased customer loyalty for our clients. We also leverage the leading technologies to support the efficient distribution of meaningful market and customer information to anyone who is in contact with the markets or, the customers or the channels.

We help our clients achieve sustainable and profitable revenue growth by leveraging Products and Services; Channels and Networks; and Markets and Customers.

Our strategic initiatives such as Strategic Marketing; Time to Market Channel Management/Sales Productivity; Relationship Marketing; and Profitable Alignment all leverage our consulting capabilities in Information Technology and Change Integration.

Business Operations Service

For many businesses, results are dependent on their ability to deliver world class performance through their business operations. This means delivering great customer service, reliably and consistently at the lowest possible cost.

This tough feat would normally require a range of sustainable capabilities from the transformation of structures, technology and processes through to operations management skills and disciplines. HGC can deliver complete transformation of business operations drawing from expertise in three core service capabilities:

- **Business operating models** - From asking penetrating questions about the high level design and structure of our clients' organizations, we propose radical solutions to help the clients define their operating model.
- **Business operations** - Driving down costs and reducing lead time through the design and implementation of high-performing processes and structures.
- **Performance management** - An improvement in productivity and quality through a change in process and people management.

HGC can also apply our expertise to address clients' specific business issues:

- **Cost management** - Reducing your cost base through traditional short term techniques or through a strategic approach that offers radical solutions
- **Customer service** - Enabling businesses to improve the service quality while managing costs
- **Shared services** - We provide skills to evaluate design and deliver shared services solutions in finance, HR and other parts of your business
- **Process transformation** - We assist organizations to transform their processes. Our expertise includes: human resources, IT, field force and sales force

Information Technology Management

We help clients leverage their information technology (IT) assets - applications, infrastructure, data management, architecture, systems development environments and tools, and IT human resources. We achieve success through applying world-class methods for substantially improving effectiveness of systems; efficiency of IT operations and infrastructure management; productivity of technology professionals; and economic returns on IT investments.

Our approaches to improving organisation's IT management processes are grounded in our belief that information technology is a tool that should be used to support business priorities and create value for the organisation by enabling.

- Responsive and quality decision-making;
- Efficient transaction execution; and
- Performance measurement and reporting.

We help clients to focus aligning their information technology process with organisation's external customers thereby creating processes that are "end-to-end" and are value creating.

At HGC, we assist organisations in enhancing IT performance through our integrated perspective, alignment of IT with business priorities, and then driving appropriate development of supporting IT architectures and systems delivery processes, and finally ensuring that these IT investments are the best economic value for the company. We provide clients with consulting services that address all dimensions of IT management.

We work with our clients to apply our extensive experience, best practices knowledge and proven methods for improving their organisation IT management processes.

HR Process Improvement

This involves conducting a study in collaboration with the in-house HR organization, identifying those HR processes that should be retained, redesigned or eliminated. We identify best practices to help our clients achieve higher effectiveness and efficiency in HR

Compliance and Corporate Governance

We provide regulatory compliance and corporate governance advisory and training. Some of our compliance services include:

- Corporate Risk Analysis/Assessment
- Corporate Governance Risk Advisory Services
- Corporate Governance Policy Formulation Services
- Policy Compliance Monitoring & Measurement
- Internal Risk Analysis & Measurement
- Risk Management Strategy Formulation
- Risk Plan Development
- Compliance Workshops for Company Directors & Top Management
- Investment Policy Compliance Analysis and Reporting
- Technology and Compliance Systems Process Implementation
- Regulatory Compliance Advisory Services
- Training on Compliance & Corporate Governance Issues
- Advise on Regulatory issues including Anti-Money laundering checks and reporting procedures

Our Technology Solution Services

Hartford Green Consulting review and evaluate advanced technologies to determine the most effective applications for you. We work with you to determine the most appropriate solutions for long-term results.

Our technology solutions include:

- Enterprise Resource Planning (ERP)
- Customer Relationship Management (CRM)
- Information Technology
- Systems Integration
- Project Management

Enterprise Resource Planning Systems

Our IT and process consultants will team with you to provide full business solutions through the entire project life cycle from package selection, implementation and change management to post-implementation support on enterprise resource planning systems that covers full range of your business activities.

Our Approach to Package Implementation

The partner for an organisation's software package implementation must understand their core business, not just the software's functionality and configuration. By focusing upon the organisation's interaction between customers, vendors and internal processes, we will identify those issues truly pertinent to the business success of the organisation. During the implementation phase, such focus assures that system goals and user expectations are met.

You benefit from the skills of a consulting firm with outstanding combination of technical expertise, project management and business knowledge.

Information Technology/Systems Integration

Hartford Green Consulting can assist your organisation by delivering total business solutions, saving your organisation time, money, and resources. We can help identify, co-ordinate, deliver, and implement the life cycle support of hardware, software, and solutions sets using the ITIL methodology.

Our information technology consultants have skills in:

- Project management,
- Systems architecture networking; and
- Application development.

We team with process consultants to provide full business solutions that can also run through the entire project life cycle.

Giving Your Organisation the Best Hardware and Software Available in the Marketplace

Hartford Green Consulting consultants can help provide your organisation with:

- The broadest and most cost-effective selection of hardware and software products available in the market.
- Single provider services for hardware and software. Instead of dealing with multiple vendors, we do the work for you.
- Negotiated deals with vendors.
- Resource deployment. As a valued customer ourselves, we can influence vendors' resource deployment and priority delivery schedules
- Infrastructure Administration and Management
- ITIL methodology

Why Hartford Green Consulting?

Experienced Professional Consultants

We are experienced professional consultants in a wide variety of industries. Our consultants combine this background with strong technical skills to deliver practical solutions that are truly responsive to your business needs.

Proven Methodologies

Our proven Scheme Management Methodology (SMM) supplements the expertise of our consultants. This integrated methodology, supported by other tools, addresses the entire information systems environment – from planning and developing to implementing solutions for you. Application of our SMM will ensure that you receive results of consistent high quality and in timely and efficient manner.

Objectivity

As independent consultants, we guarantee our client an objective approach to solution delivery. We professionally assess your requirements and provide you with solutions best suited to your business needs.

Close Working Relationship

We are committed to working closely with you to ensure success. This close working relationship ensures that we develop practical solutions that are truly effective and work in concert with your business environment.

Partnership and Accreditations

Microsoft Reseller & Partner

As Microsoft partners, HGC uses Microsoft tools as part of its implementation development tools.

SAP Business Partner

HGC delivers enterprise solution and consulting for varied levels of organizations from SMEs to large corporate and Public sector.

HGC implements and supports SAP Business solutions with Focus within the public sector, Finance, Oil & Gas and Manufacturing sectors in Nigeria and its environs.

Our delivery is industry specific based on SAP best practices.

Our Team

Roni Ajao

Roni is a well-qualified, highly competent and diversified Public Sector Consultant with in-depth knowledge and work experience in several fields relating to change management, organisational design, communication, organisational reviews, procurement and commissioning, culture analysis and change, leadership development, programme and project management, performance management and the implementation of performance management systems.

She is Creative, goal oriented, conscientious, hard working, and responsible with leadership skills, a natural team player with the ability of achieving objectives and delivering outstanding results at various levels of an organisation. Diplomatic, organised and accustomed to working under pressure whilst maintaining a pleasant disposition. She is extremely knowledgeable and aware of the issues currently faced by government.

Roni, an incisive project leader, holds an MSc in Consulting and Coaching for Change from the University of Oxford and a MBA from City University Business School. Also she holds other management certificates from Cranfield Management School and Harvard University. Her public sector project management experience includes change management and project lead on projects for various UK government organizations such as the Department for Education & Skills (DFES), UK Passport Service (UKPS), Ministry of Defense, Kent County Council and the Department for Transport (DFT).

Roslyn Unegbu

Roslyn is an experienced and self-motivated **HR Projects Consultant** and **Certified Project Manager** with a successful record of delivering complex HR and capital projects to established deadlines and within budget within prestigious corporate markets and the public sector. She understands an organisation's objectives while capturing requirements and managing the implementation of a project, coupled with leadership, people management and motivational qualities. She is experienced in stakeholder management, collaborative communication design, understanding business needs in the context of the development process, analysis of results to improve performance, appropriate project planning tools, change management and organisational transformation.

Roselyn has worked on various high profile HR projects in the UK as Project manager, Consultant and project team member for private and public sector organizations such as Place Group, Royal Bank of Scotland, London Borough of Croydon, Government office for London, PriceWaterhouseCoopers and the University of East London. She is

an accredited PRINCE 2 practitioner with project management experience spanning a period of over nine years. Roslyn, who is a member of the Association of Project Managers in the UK, is also a chartered MCPID member of the CIPD UK.

Ade Adenuga

Ade is an IT and Management consultant. He worked in the HR function of various organisations before joining the Consulting business of PwC PriceWaterhouseCoopers/IBM) UK as a Consultant where he worked on global projects across multiple sites and cultures in Europe, Middle-East and Africa. His experience spans oil and gas, technology and government. At Nortel-Networks he was SAP HR prime for an implementation covering 33 countries and over 20,000 employee records and at Hampshire County Council he was Lead Configurer for a SAP HR implementation covering 40,000 employees and across 10 sites. Some of his other roles include Project Lead for the Total (Elf Petroleum Nig Ltd) Payroll System implementation in Nigeria/France and also a Lead Consultant on the SAP HR Payroll project for Shell Petroleum Development Oman. He is also a retained consultant for Shell International, Netherlands.

Ade's Employee Benefits experience dates as far back as 1987 when he bagged an MSc in Industrial Relations and Personnel Management. In 1997 he attended the IPD Flexible Learning diploma program at Thames Valley University. He also presented the best MSc paper in the Information Management unit while on the Sheffield MSc in IT and Management. He is a Certified SAP Consultant with ten years experience in the implementation and maintenance of HR and Payroll systems.

Bayo Akinwunmi

Bayo is a visionary technology solutions leader with prime experience in Data Communication, Internet technology and ERP applications. He is an astute Project Manager with responsibilities for national and global networking and software projects and implementations.

He is a managing partner at the successfully run Yakol Services UK for the last 8 years. He qualified as an Electronics and Electrical Engineer in 1985 and also has a degree in Computing from University of Greenwich and Diploma in Management Studies from the University of Liverpool. He has attended several UK management and professional courses.

He also worked in systems and field engineering at several blue chip IT companies and was Project Manager / Consultant at PriceWaterhouseCoopers UK until 1997. He is an executive director of Hartford Consulting with responsibility for project managing the delivery of services to valued clients. Bayo was a member of the team that interpreted the Pension's ACT in Nigeria into an application and provided technical analysis for the delivery of the software.

Jide Oke

Jide is an IT and HR consultant. His experience spans oil and gas, technology and government. Jide led the development of the global template, based largely on the SAP Best Practices for Canada, for roll-out to all Municipalities in the province of Alberta, CA on the Munishare Development Project. His other roles include change management and documentation for the Shell People Project. Jide, who is a certified SAP solution consultant, is also a member of the Project Management Institute (PMI).

Tola Gbadebo

Tola is an erudite legal consultant with extensive corporate governance, regulatory and compliance expertise. She has an in-depth knowledge of financial markets and products; the UK Financial Services Regulations, and the UK and Global Anti-Money laundering Directives and Corporate Governance rules including Sarbanes Oxley.

Tola, a qualified Nigerian and UK solicitor, holds a Law Degree from the Obafemi Awolowo University, Ife. She also holds the professional qualifications of the UK Securities Institute on Investment Compliance and the Institute of Chartered Secretaries and Administrators (ICSA) U.K. in corporate governance & company secretarial practice. Her work has always required an in-depth knowledge of Investment products e.g. structured products, bonds, equities, warrants, options, futures, Unit Trusts, Hedge Funds, Mutual funds, SPVs, ISAs, & money markets

She has been privileged to work with some of the top ten 10 global banks; making significant contributions to prevent and redress material regulatory breaches; as well as regulators and auditors in multiple jurisdictions giving her a wide-reaching coverage. Her compliance experience includes Governance & Compliance work for various organizations such as HSBC, Barclays Group PLC (Barclaycard), E*TRADE Securities Ltd, Citigroup N.A, Bank of America N.A, Credit Suisse First Boston, Barclays Private Clients & International, Exxon Mobil and Collyer Bristow solicitors. Tola has a keen interest in the Nigerian financial services industry and presently consults for Hartford Green.

Contacts

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