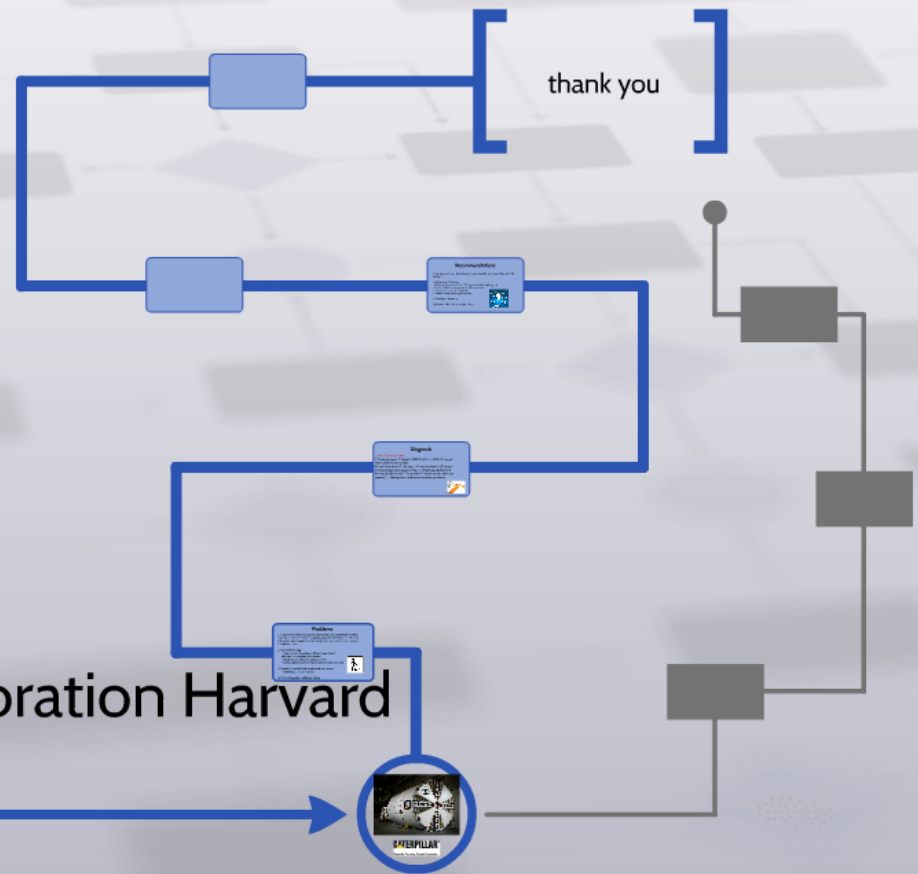


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Problems

1/ Lack of information to lead effectively CTCC : this organization is blind !
"Data inconsistency" "uneven reporting & poorly defined process" Financial information don't reported on time, budget overcost identified after project completion ... etc...

2/ Lack of IT strategy

- Inconsistency of decisions: different department develop their own tools, ERP choice...
- Ressources problems to upgrade an ERP
- Unclear governance from local based decision to branch

3/ Actual IT is not link with market and users needs

- data access / history records

4/ CTCC/Caterpillar = different culture



Diagnosis

Causes /Consequences

- 1/ Heterogeneous IT System (ERP, BI, QA...) -> Difficulty to get information when needed
- 2/ Lack of vision of IT strategy -> Wrong decisions in IT choices
- 3/ Not enough end-users training -> Employees distrust in IT
- 4/ Organization in the IT Team (two IT departements, different location) -> Management and communication problems



Recommendations

1/Management vision : define business context and the key success factors of CTCC business

2/ Develop an IT Strategy

- Define an IT Governance for CTCC approved by Caterpillar group
- Involve CTCC Top management & different services
- Gathering IT Teams in a unique site
- Allocate resources to support projects

3/ Develop BI platform

4/ Improve skills of the teams by training



The background features a light blue gradient with a faint, repeating pattern of flowcharts. Each flowchart consists of various shapes: rectangles for process steps, diamonds for decision points, and ovals for start or end points, all connected by thin lines. Two large, thick blue brackets are positioned on the left and right sides of the slide, framing the central text.

thank you

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