

## DELIVERY SERVICES

Technology implementations are never easy. Between project planning, testing, change management and training it is difficult to know for sure if the project will be a success, let alone achieve the targeted ROI goals. Routinely, our clients tell us, they do not have the capacity, knowledge, skills, or experience needed to implement, develop, or manage implementations – and that is why BlackFin Group is the preferred partner to help them through costly technology initiatives efficiently and effectively.

**TDX** • Technology Design & Architecture Strategy

**App Dev** • Maximize the Value of Existing Software

**Project & Program Management** • Ensuring Project Success & ROI

**Delivery Services** • Planning, Testing, Change Management & Training

**AFFIRM** • Software Testing Services, CRM, POS, LOS, Enterprise Platforms

**BestX** • Integrated Price Comparison, Dashboard Technology, (MI/HOI) to Lower Cost

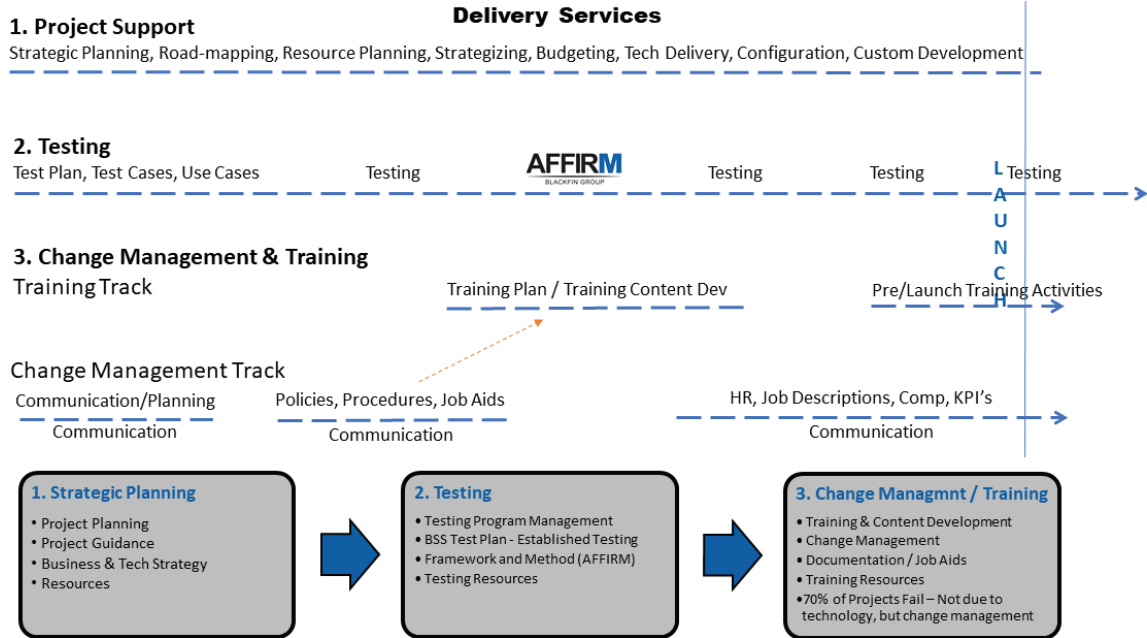


Whether you are a bank or mortgage company seeking system implementation support, your project team can be assured that BlackFin will partner with you. Too often, consulting firms will operate as merely advisers. BlackFin Group brings the required industry expert resources who roll up their sleeves, will do the hard work, and help deliver project success. Our get-in-get-out approach will ensure our resources aren't living on your P&L long after the project should have been complete.

BlackFin Group is a management consulting firm that specializes in the Financial Services, Banking, and Mortgage Lending Industry. Working closely with Regional, State, and Community Lenders, Banks, and Credit Unions. BlackFin Group routinely moves clients forward by effectively guiding the implementation of business and technology initiatives. BlackFin Group's proprietary strategies, technologies, models, and frameworks reduce expenses, increase productivity and revenue.

**YOUR TRUSTED PARTNER, DEDICATED TO YOUR SUCCESS**  
Banking | Consumer Lending | Mortgage Lending | Secondary | Technology

# Our roadmap to successful delivery makes us the leader in project planning strategy and implementation



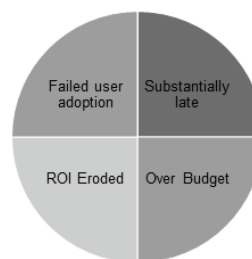
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# Our holistic approach provides your team the confidence your project will achieve the targeted ROI

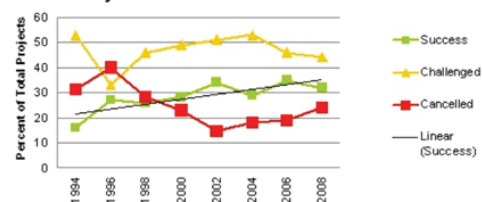
## Why Projects Fail

- Lack of integrated planning
- No defined success metrics
- Lack of leadership, commitment, sponsorship
- Poor cross-functional communication
- Poor requirements management
- Lack of broad change management
- Misaligned stakeholder expectations
- Underestimating program complexity
- Inadequate project management skills
- Lack of resources
- Meager project team selection
- Absence of Program Management

Project Failures aren't due to Tech, It's People



## Project Failure and Success Rate



At BlackFin Group – We take a Holistic Approach