

## Capabilities Overview

- **Information Technology**— We build custom software applications to replace manual business processes, improve quality of services and reduce costs. We achieve maximum ROI for our customers and we ensure that our deliverables are fully integrated with our customers' practices.
- **Knowledge Strategy Development**— Identification of an organization's intangible assets and conversion of these assets to strategic advantage. Brand, corporate values, culture and technology are addressed as part of the optimization of corporate performance and governance.

## Programming Languages

The <konvergeandknow> software development team's skill set includes but is not limited to: VB Script, C, C++, ASP, COM, VC++, ATL, MFC, ActiveX, Java, JavaScript, HTML, Visual Basic, Access 2000, Cobol, Win32, SQL, UML, ColdFusion, InterDev, PowerBuilder, Developer 2000, Delphi, UNIX, J2EE and .net technologies.

Our design team currently works in: Adobe Photoshop, Illustrator, GoLive, Premier, AfterEffects, 3D StudioMax, Infiniti-D, Macromedia Director, Oracle, C#, J2EE, Deck II, Sound Edit, Dreamweaver, Flash, AutoCAD, Visio.

## Certifications

Development team members have completed the requirements for the following certifications:

- SCPJ2 – Sun Certified Programmer for Java 2
- SCWCD-J2EE – Sun Certified Web Component Developer for J2EE
- Certification of Java Development
- MCP-SQL2000 Microsoft Certified Professional
- Web Application Development in .net
- MCDBA – Microsoft Certified Database Administrator
- MCSD – Microsoft Certified Solution Developer
- Oracle PL/SQL
- Oracle 8i Architecture and Administration
- XML-IBM – XML and Related Technologies (I.B.M.)
- IBM Certified Specialist – DB2 V6/7 User
- IBM Certified Solutions Expert
  - DB2 UDB V7.1 Database Administration
  - Business Intelligence
- IBM Certified Solution Designer – eBusiness

### Konverge Digital Solutions Corporation

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## Core Services

- Custom Application Development
- Enterprise Application Integration
- Communities of Practice/Expertise
- Knowledge Management/Strategy
- Knowledge Network Mapping
- Relational Database Design
- Component-based object oriented software development
- Process Analysis and Control
- Web Interfaces for Legacy Systems

## Recent Projects

### Robert Bosch Corporation

Web-based RFQ Automation project involving multiple divisions and locations.

### Royal Bank of Canada, Dominion Securities

Web Content Management system for the management and distribution of research among over 1800 Investment Advisors.

### Getronics Canada

Call Centre Automation project, the result of which was a significant reduction in operation and training costs.

### S.A. Armstrong Limited

Online Order Tracking system providing detailed views and status reports of open orders and direct carrier links to shipments en route.

### Propurchaser.com

Web-based information source known for its timely and accurate marketplace reporting.

### Knowledge Network Mapping

Identified subject matter experts within two large organizations; organized communities of practice as part of a knowledge transfer initiative.

*Please contact us to speak with a senior technical project manager about any of the above assignments or to secure a client reference.*

## Our People

### Hubert Saint-Onge, Co-Chairman

Formerly Senior Vice President of Strategic Capabilities at Clarica Life Insurance Company and Vice President, Strategic Capabilities and Leadership Development for the Canadian Imperial Bank of Commerce (CIBC), Mr. Saint-Onge has been lauded in the international community for his innovative thinking and leadership skills. Mr. Saint-Onge is current Executive in Residence in the Centre for Business, Entrepreneurship and Technology (CBET) at the University of Waterloo. His book "*Leveraging Communities of Practice for Strategic Advantage*" is now available in e-learning format [www.coptoolkit.com](http://www.coptoolkit.com)

### Charles A. Armstrong, Co-Chairman

For the past two decades, Charles Armstrong has been the President of S.A. Armstrong Limited, a 70-year-old international manufacturer of fluid engineered products which was selected among the "50 Best Managed Companies" in Canada for 2002.

### John David Macdonald, President

John Macdonald is the founder of Konverge Digital Solutions Corporation and President of <konvergeandknow>. John provides corporate strategy, knowledge management and emerging channel advice to some of the world's leading companies.

### Sherwin Shao, B.Sc. Eng., M.B.A.

Sherwin Shao has over a decade of experience consulting for the Investment and Financial Industries and 3 years in Engineering Research and Development. During his career he worked with some of Canada's foremost companies and consulting firms. Sherwin has a degree in Electrical/Computer Engineering from Queen's University - where he was awarded the Professional Engineers Gold Medal for highest academic rank. Sherwin manages our software development teams.

### Eric Zhelka, M.A. Sc., P. Eng. Director, Collaborative Systems

Eric Zhelka is the senior technical project manager at <konvergeandknow>. Eric's background as a professional engineer makes him ideally suited for the role of liaison between the client and the software development team on ambitious IT projects. His years of project management experience, coupled with a solid background in software design, give him the skills required for close customer-focused coordination between the members of the project team.



## Knowledge Management

**Communities of Practice (CoP):** Alignment of Communities of Practice with enterprise strategic priorities. We will advise on CoP software selection, IT architecture readiness, launch and growth of successful communities of practice (CoPs).

**Toolkit Series:** Sveiby Toolkit, Saint-Onge Toolkit, Allee Toolkit, Knowledge Network Mapping Toolkit, Community of Practice Toolkit ([www.coptoolkit.com](http://www.coptoolkit.com)).

**KNETMAP™:** Data gathering application for generating network maps based on the methods of social network analysis ([www.knetmap.com](http://www.knetmap.com))

**E-Learning platforms** and software applications to support the creation of fully integrated knowledge strategies. We have created a state-of-the-art e-learning library for an engineering firm, effectively making explicit the know-how of key Subject Matter Experts.

## Partnerships

- Microsoft Certified Gold Partner
- SUN Microsystems Certified Partner

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