

Strategic Systems Solutions

Service Offerings

An Overview of Our Practices

by the Business Development Group





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1 Overview

1.1 Our Practices

Our services are delivered through our group of practices. Each practice specializes in a certain service area to deliver the very best in quality. Our practices collaborate where appropriate to provide you with the advantage of complete business solutions from a single supplier.

With our business structured in this way we are able to expand our service range and optimize our service delivery through intelligent sourcing and reduced management overheads. These benefits are passed directly to you in terms of both cost and quality. *Figure 1* below shows our five practices, which can be applied individually, or together, to maximise results.

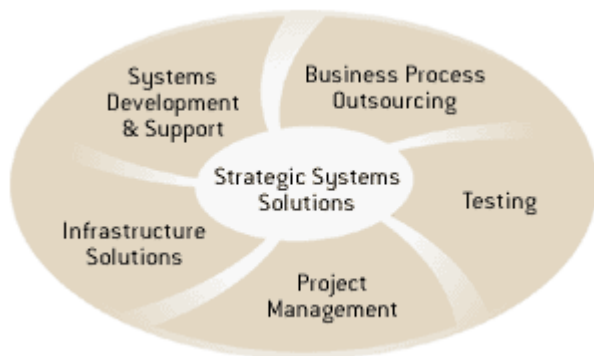


Figure 1 – Practice Diagram

1.2 Working Together

Through our specialist practices we can deliver specific, focused services. However, projects often require services from a range of practices. Our practices work together seamlessly, providing you with the benefits of efficiently managed, single supplier solutions. Coupled with our Intelligent Sourcing, we can deliver the very best consultancy and outsourcing services. *Figure 2* below shows just some of the services that one practice will deliver to another in order to provide a complete solution for your project.

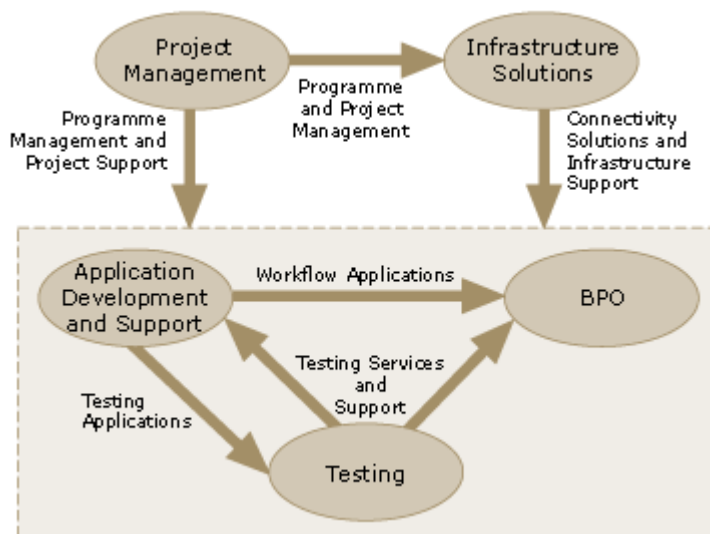


Figure 2 – Practice-to-Practice Service Delivery



2 Practice Details

2.1 Systems Development and Support

Delivering sustainable IT solutions.

Our Application Development and Support consultants have the experience to complete full system lifecycle projects and to support critical production applications 24x7. We provide these services in a traditional consulting or in an outsourcing role. We offer a wide range of development and integration solutions including:

- Enterprise Integration
- Architecture/Technology Consultancy
- Application Design and Development
- Application Enhancement and Maintenance
- 24x7 Production Management and Support
- Re-engineering
- System Migration

2.2 Business Process Outsourcing (BPO)

Helping maximize the benefits of IT.

We can help to streamline your business processes and reduce your resource overheads by:

- providing a structured and proven transition model
- giving access to global resource locations, thus minimising costs and offering 'follow the sun' services
- streamlining of back office processing
- managing offshore staff and sub-contractors, reducing demand on client resources
- building synergy through SSS expertise in both IT and BPO

We regularly work with the Systems Development and Support practice to develop technology solutions for automation and cost reduction.

2.3 Testing

Verifying product quality.

Our Testing practice has the expertise to create repeatable processes and procedures, which can be utilized by teams in any of our locations. This provides global testing coverage, 24x7. We offer:

- rapid scalability
- tools for assessing progress and risk
- standard metrics for management reporting
- standard defect tracking procedures

2.4 Project Management

Enabling successful project delivery.

Our consultants provide management, support and guidance for your projects from inception through to the implementation process. We work alongside each of the other practices to provide fully managed services, based on best practice methods which we have developed in-house.

With our experienced consultants plus supporting frameworks and tools we can help to ensure that your project goals are met.



2.5 Infrastructure Solutions

Building and maintaining global platforms.

The Infrastructure Solutions practice has a range of specialists with the capability of providing:

- remote access/working models (e.g. Citrix, VPN, Dial up)
- telephony and associated communication hardware
- network and server infrastructure for authentication, email, print
- internet connectivity
- relationship management of local suppliers and partners
- office design and physical build-out