



Something completely different: offshore services delivered by
a specialist, UK-based retail systems business

Offshore Development Projects

Our Offshore Philosophy & Approach

We believe that most retailers can benefit from the flexibility and cost advantages offered by moving work offshore. However success requires the right offshore partner. A partner who can make it work for you by taking care of the issues that traditionally make it difficult to truly deliver the potential benefits of offshoring. These issues include usable quality-driven processes, language and cultural differences, distance and, most importantly, a real understanding of retail.

We employ the highest quality technical resources at our offices in India and train them to be retail systems experts. We give them the best tools to work with and deploy transparent, workable processes within an ISO accredited framework. Crucially, they operate in a completely joined up fashion with our experienced retail experts in the UK who work next to the customer to ensure that every assignment is a success.

Business Requirements Gathering & Specification

An essential ingredient for any development project - but especially one where the coding is undertaken offshore - is to get the business requirements gathering and specification processes right. Our UK consultants work with you to capture your requirements and get them signed off. We use clear retail language and use straightforward tools that both business and IT people can easily understand. This avoids any ambiguity in your requirements. Those same consultants will turn the requirements into a specification for our developers to work with and then stay involved to provide ongoing support to the development team.

A Transparent View of Development Progress

Our offshore development projects are never remote from the customer. Our de-velopment

framework and toolset give the customer a constant, transparent view of progress.

This allows you to closely monitor what's going on, enabling early interventions when issues arise.

A Collaborative Approach

We believe that the offshore development team should work closely with the customer team and the PMC UK consultants working on the project. Therefore, we use a comprehensive suite of tools to enable collaborative working, including Wiki's, knowledge bases, document repositories, shared calendars and blogs.

Testing

Wherever possible, we create daily software builds and use automated testing as part of the development process. We create use cases out of the original business requirements and apply them daily to the software as it gets built. In this way, our developers are confident that what they are building is going to work for you. When the developers have done their job, our UK testing team then put the software through its paces before it comes to you for UAT.

Quality Assurance

We assign a UK QA manager to every project, with responsibility for ensuring that every part of the development process is properly planned and executed, both on our side and the customer's.

The Benefits

Our approach offers a unique blend of UK retail expertise allied to cost effective off-shore development capability. This delivers the costs savings you would expect from moving work offshore and the quality of deliverables you are looking for.

→ Benefits

- ❖ Cost effective
- ❖ Flexible range of solutions
- ❖ Real retail understanding
- ❖ ISO accredited processes to ensure quality
- ❖ UK support to help you make offshoring work