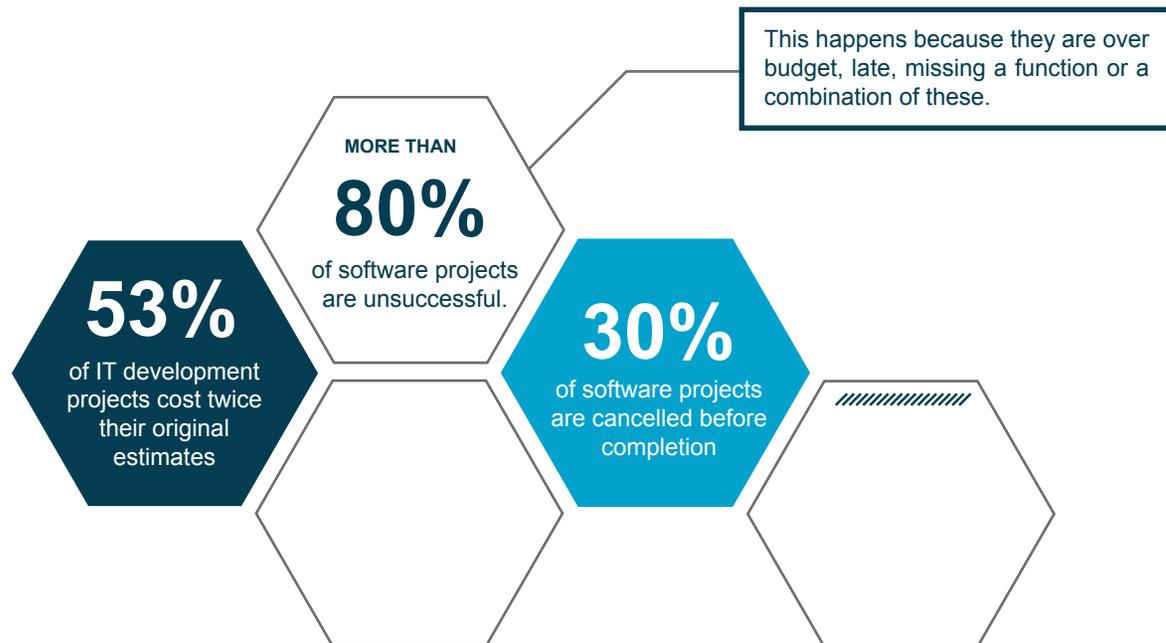BE FREE

BE FREE OF
SOFTWARE

SERVICE CORE

SOFTWARE DEVELOPMENT CAN BE DAUNTING.

Your software development and support processes require attention because of their potential impact on your business, but also because these are inherently complex processes with many potential opportunities for inefficiency and error.

The reality is software must be constantly updated to evolve with the business it supports. Features have to be added to address changing needs. Fixes have to be provided to resolve quality and security issues. Updates to your software may also be required because aspects of the IT environment have been upgraded or changed. Many view software updates as an afterthought. But, in a business environment increasingly dependent on software applications and devices with embedded software, the need to quickly and accurately deliver new capabilities in a cost effective, low-touch manner is critical to delivering the exceptional customer, partner and employee experience which makes a company succeed.

This happens because they are over budget, late, missing a function or a combination of these.

MORE THAN
80%
of software projects are unsuccessful.

53%
of IT development projects cost twice their original estimates

30%
of software projects are cancelled before completion

The consequences of inadequate software development and update processes can include:
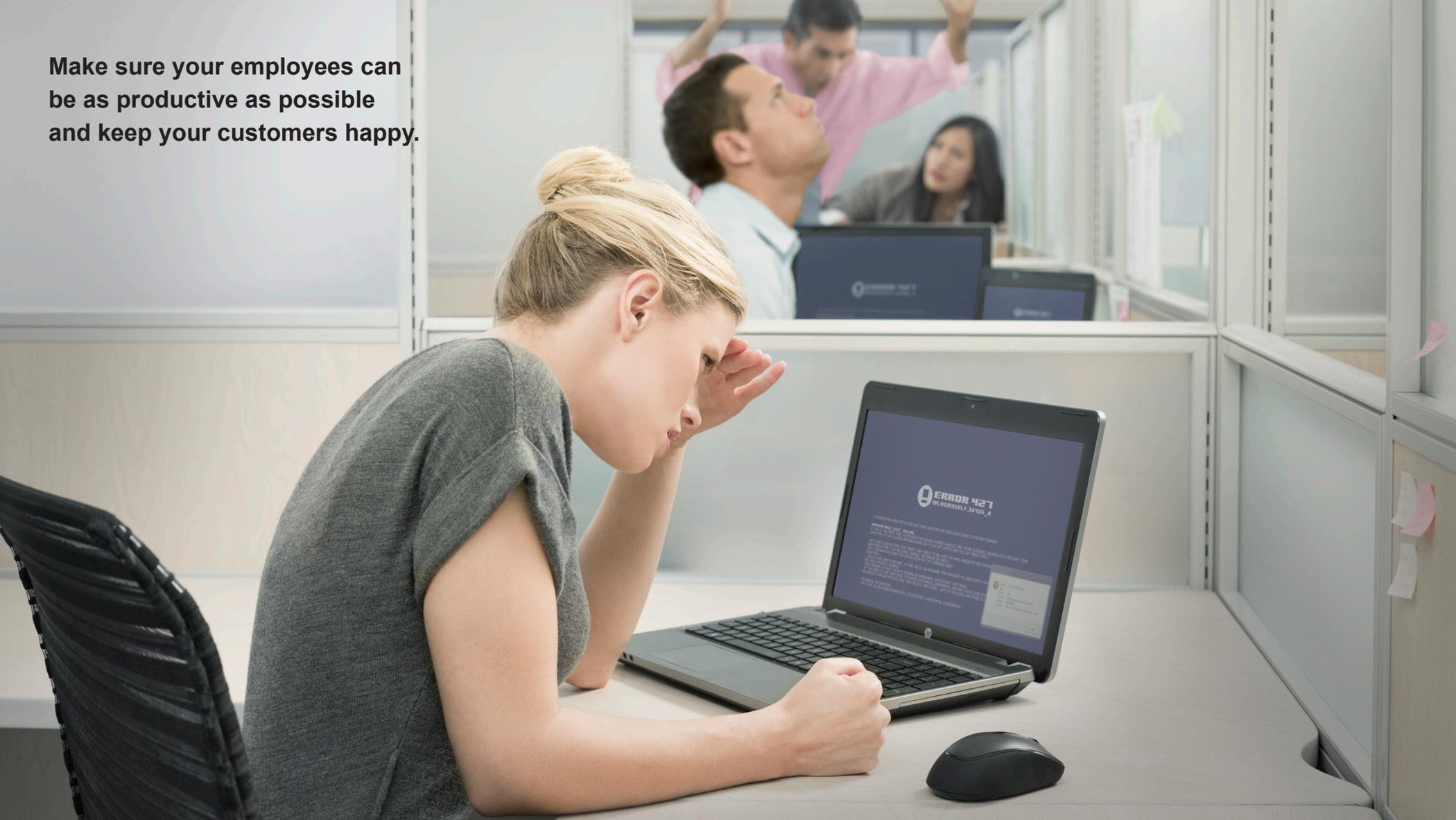
Dissatisfied end customers and users impacting loyalty

Reduced benefits (revenues, efficiencies or cost savings)

Potential lost market share due to lack of technical currency

Increased risk exposure to threats

Make sure your employees can be as productive as possible and keep your customers happy.

Our team of experts in **Application Development, Support and Maintenance (ADSM)** carries years of experience and masters a wide variety of languages and techniques, including: Oracle Forms/Reports, Oracle EBS, Oracle CRM, JD Edwards, Salesforce.com, Java, C#.Net, ASP.Net, SSIS, SSRS and SharePoint. The software development and support team is supported by a Project Management Office that monitors performance and keeps projects on track. A team of business analysts are experts in identifying the true business problem to be solved and documenting the requirements in a language which bridges business and technology specialists. BestIT's **Quality Assurance** testing team ensures that anything developed is working in accordance with the requirements and the successful delivery of artifacts is predictable and repeatable.

HAVE A SOFTWARE DEVELOPMENT LIFECYCLE IN PLACE

Software development involves more than just developers in a room writing code. First, your organization has to prioritize and organize what should be in the next update—whether a major upgrade or a hot fix. The requirements are then analyzed and translated into technical specifications, which is the input needed by developers to create the new code or changes to the application.

Technical architects and subject matter experts may be involved early on to ensure updates and upgrades don't violate critical design constraints that can affect performance and scalability nor do they unknowingly alter the functional flow of the systems.

Developers create the application specific code or artifacts, and perform the initial verification that the changes perform as expected and with acceptable performances.

After coding is complete, several phases of testing are performed and training must be provided if software updates change the end-user experience, processes or competencies. Salespeople and account managers must often be informed about the changes, since they are likely the initial point of contact when customers have questions or problems.
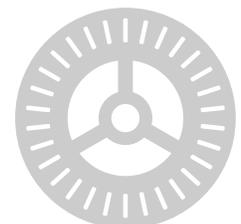
Major upgrades may even require the involvement of C-level executives, since such upgrades may play an important role in the business strategy. Typically, a CxO would be the business sponsor for the project and would pronounce a successful completion of the business case.

The appropriate participation of all these parties doesn't just happen. It has to be carefully coordinated, to avoid being blindsided by unanticipated issues and angry calls from users. Furthermore, without the proper discipline, your

changes may not address the true needs of your organization or customers.

BestIT's Project Management Office works in concert with the Software Development team to ensure that a proven Software Development Lifecycle (SDLC) methodology is employed. No two projects are alike: BestIT works with you to determine which method is best for your projects. Our teams are well versed in the execution of the following methodologies:

- Waterfall and updated Hybrid models
- Spiral (prototyping) model
- Iterative and incremental development
- Agile development: XP, SCRUM, Feature Driven Development (FDD), Lean software development and Kanban

ESTABLISH SOFTWARE DEVELOPMENT BEST PRACTICES

The complexity of today's applications requires meaningful software development practices that ensure the scalability and maintainability of the software. Investing in software development best practices improves overall application quality, increases developer productivity, expands the usable life of an application and lowers maintenance costs.

In a rapidly changing business and technical environment, the capacity to create or modify your existing application is a critical differentiator in responding to your users expectations and needs in a timely manner.

Your application architecture is, however, a fragile construct that can be jeopardized with software development efforts that do not follow best practices. There is a reason why they are called "best practices:" they simply work better.

As it is nowadays common to outsource part or all of the development efforts, a company needs to provide guidance and minimum expectations of quality and management of the projects. Setting up clear requirements on the quality of the code, documentation, receipt and acceptance, warranty, testing and validation are what make a project successful and predictable. BestIT encourages you to establish those minimal best practices, and can help you create and enforce them as needed.

Overall, the consistent use of software development best practices at the enterprise level enables you to move resources and skills with fewer constraints, to track the progress and performance of ongoing efforts, and to better predict the date, cost and quality of the artifacts upon completion of your projects, whether internal, external or a blend of both.

BestIT will partner with you and provide to you best-in-class application development services. With our team you will experience:

- Rationalized, customer-focused requirements and prioritization process

- Diligent testing/quality assurance

- Clear installation and frequency management policies

- Appropriate communication and transparency

- Clearly-defined software lifecycle policies

- Increased performance and success rate on development project

BestIT will work with you to establish procedures and roles to maintain and leverage the best practices within your organization.

MANAGE YOUR APPLICATION PORTFOLIO

Applications managed in insulation can hide costs, trends and issues which in turn can severely impact costs of operations, performance or usability to the business.

Application Portfolio Management is the discipline of monitoring and managing one or multiple stacks of applications together. This allows identifying patterns in the maturity cycle of an application, informing maintenance or replacement / retirement decisions at the optimal cost / performance time, or triggering preventive or adaptive maintenance to reduce the future incidents and unavailability of an application. In both cases,the application performance and its Total Cost of Ownership will be improved.

An additional benefit is the greater visibility of technologies and dependencies between individual and groups of applications. You will be better informed, have more tools to manage to greater performances and will be able to make better decisions.

BestIT's team will help you define and establish a successful Portfolio Management practice and make it an enjoyable experience.

Our experts will take you through the modalities of cross managing applications, upgrading the management of incidents into root-cause analysis and determining the precise moment in an application life where its replacement, overhaul or optimization is required to maintain costs and performances.

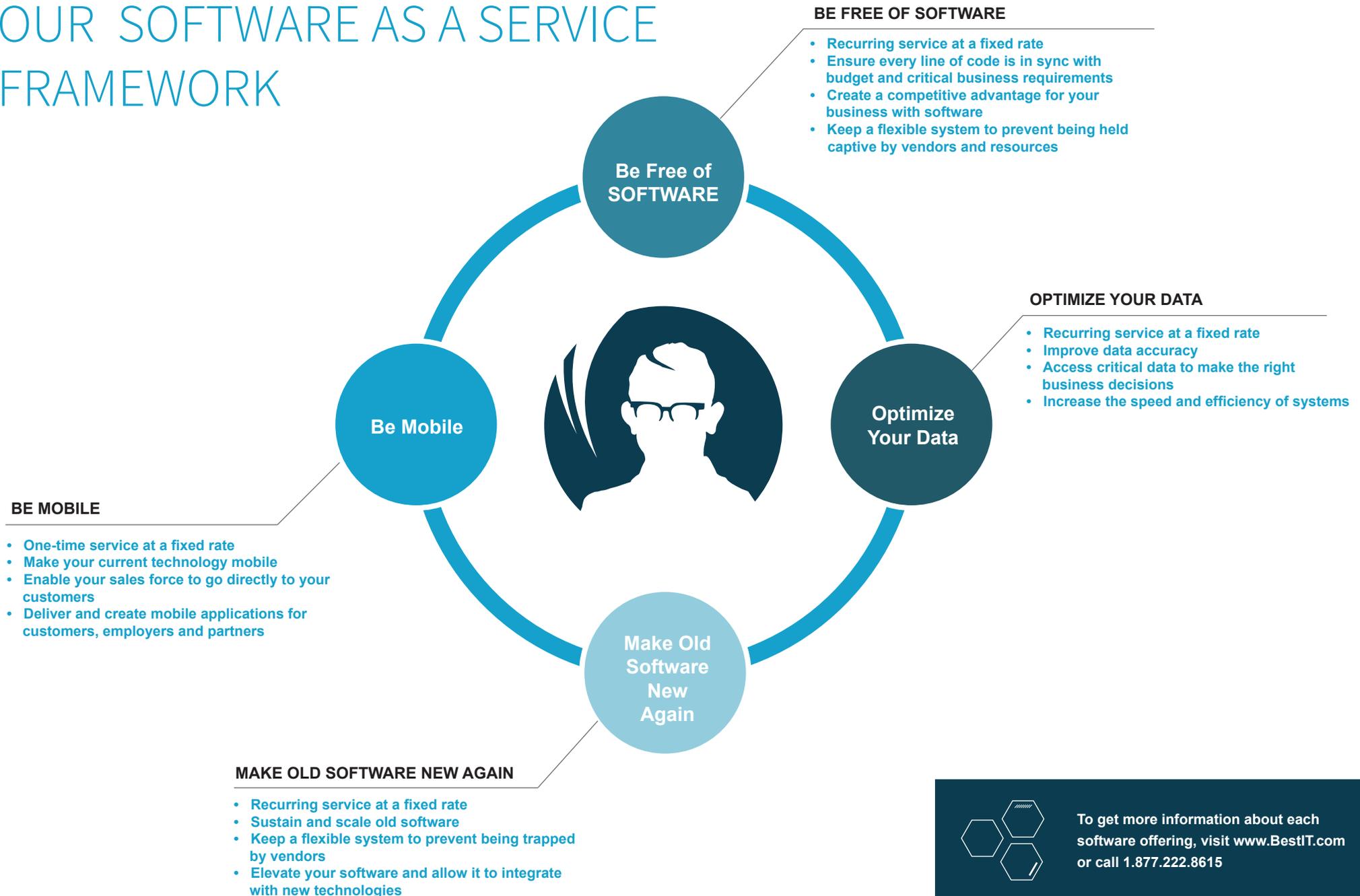We will bring science and expertise to your daily management, and will allow you to proactively manage your Total Cost of Ownership with an eye on the business performance and benefits.

"I would recommend BestIT to anybody...the team members that I work with are professional, competent, and it has really been a great experience. They have made me look good and I am thrilled with their service."

A. Perkins, **CFO**

OUR SOFTWARE AS A SERVICE FRAMEWORK

BE FREE OF SOFTWARE

- Recurring service at a fixed rate
- Ensure every line of code is in sync with budget and critical business requirements
- Create a competitive advantage for your business with software
- Keep a flexible system to prevent being held captive by vendors and resources

OPTIMIZE YOUR DATA

- Recurring service at a fixed rate
- Improve data accuracy
- Access critical data to make the right business decisions
- Increase the speed and efficiency of systems

BE MOBILE

- One-time service at a fixed rate
- Make your current technology mobile
- Enable your sales force to go directly to your customers
- Deliver and create mobile applications for customers, employers and partners

MAKE OLD SOFTWARE NEW AGAIN

- Recurring service at a fixed rate
- Sustain and scale old software
- Keep a flexible system to prevent being trapped by vendors
- Elevate your software and allow it to integrate with new technologies

Be Free of SOFTWARE

Be Mobile

Optimize Your Data

Make Old Software New Again

To get more information about each software offering, visit www.BestIT.com or call 1.877.222.8615

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BestIT is more nimble and collaborative than larger providers, and more cost effective than niche providers. We develop solutions as unique as the needs of our clients, helping them take control of the full business value of their technology investments.