

„Bridging the gap between Business and IT – corporate quality“

Corporate quality specializes in improving co-operation between the customer (business) and service providers in IT – internal or external. Among the consultancy products rank methods of requirements engineering and acceptance of software products, analyzing added value of IT-products, IT-Governance concepts and consulting in outsourced projects.

Out of globalization and cost pressure in European companies outsourcing strategies arise. These strategies in turn create needs for clear and coordinated structuring of processes between customer and service provider. Corporate quality consultants define processes and – if desired – take responsibility for the implementation. In the focus of our consultancy service are the banking sector and insurance companies, telecommunication, logistics and the public sector. Corporate quality reverts to long standing experience, consultancy methods and software solutions already defined, proved and tested.

Corporate quality consultants take on the role of a mediator between two sides by describing the demands of the customer on the one hand and on the other hand preparing the requirements for the side that implements them. A corporate quality consultant represents an independent „clearing point“ for the interests both of customer and service provider. Integration of interests is achieved by securing communication between both sides, by controlling the implementation and taking into account change requests during the process of implementation.

Corporate quality:

- Finds the appropriate service provider that is able to deliver the IT-service needed (software company, on-shore/ off-shore, customer IT-organization);
- Ensures that there is a common understanding on the agreement between customer – the business side – and contractor – the IT side;
- Supervises that commitments are met and initiates necessary adjustments.

Corporate quality supports your company:

- If you are looking for the appropriate IT-partner for your business or for the right business partner for your IT-organization, either external or internal, off-shore or near-shore;
- By providing assistance for the design of your processes in order to make cooperation between customer and contractor efficient and effective;
- By defining and successfully carrying out projects based on the strategies of business and IT;
- In turning around projects in critical situations;
- In the optimization of your knowledge management system and in the organizational development of IT-departments (organizational learning);
- In setting up and carrying out project management in IT-projects;
- In the quality assurance and acceptance of applications and comprehensive IT-projects like migration projects, Basel II or Sarbanes-Oxley projects.

Corporate Quality Portfolio – process-oriented approach

Corporate quality ensures efficient mediation between customer and service provider in IT-projects. Communication and controlling structures are optimized in areas where typically prevails a lack of understanding between the parties involved. If these deficiencies are not abolished, products may not meet the requirements of the market or effort is created for remedying defects that exceed the project budget.

Corporate quality provides the complete range of methodical and technical instruments to establish the appropriate processes in all variants of software development projects (software development, software maintenance, migration, integration of standard software), ensuring a successful implementation. The customer's specific requirements are identified and the definition and implementation of objectives with regard to functionality, quality, costs and time is supported. One of the strong points consists in the approach to investigate the software development processes by means of metrics in order to identify weak spots as early as possible and to initiate countermeasures.

Different types of problems and different terminology have lead to the result that both parties – the customer, usually the business, and the contractor who provides programming or supplies hardware - are widely divergent. However, optimization processes and cost saving measures are to be established on both sides. Corporate quality provides the methodical, conceptual and technical know how that is essential.

Our commitment

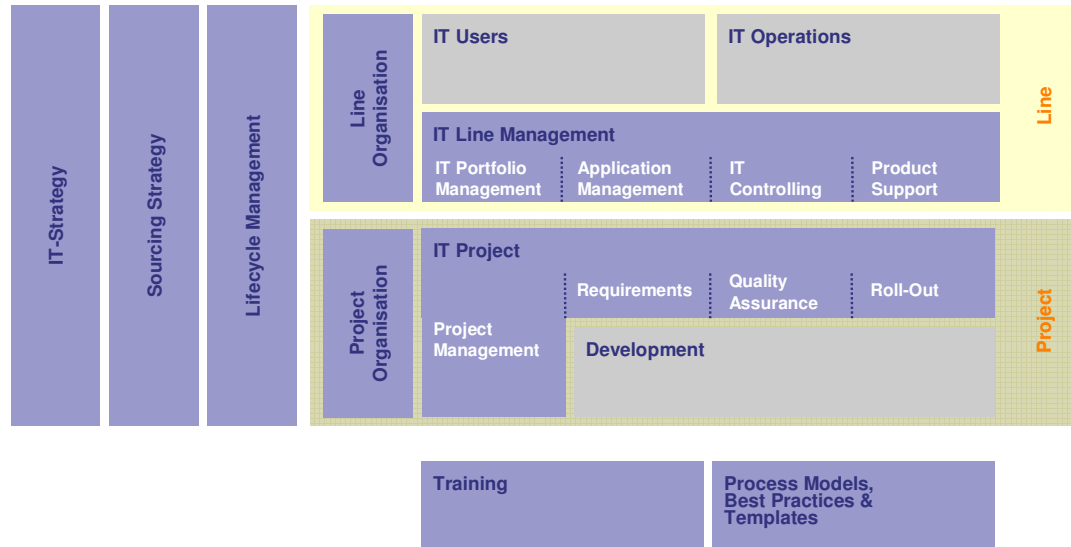
We solve your problem! In order to do so we listen to you, analyze the problems together with you and out of the results we develop an individual solution. This requires experience as well as thorough knowledge and defines your requirements concerning our consultants. By the choice of our consultants and their training we meet your demands.

Our goal is the success of IT-projects. We consider our role not as an opportunity to support either the business or the IT-side of your organization but as a mediator between both sides. We remain neutral to other consultancies and tool companies.

Our consultancy approach is holistic and integrative. We focus on all areas that are situated along the interface between the business and the software development party. The methodical and technical integration of the different processes in an IT-project in particular can result in a considerable increase of efficiency. All corporate quality consultants are generalists who each provide individual and specific know how.

Service Overview

The following diagram shows the role of corporate quality with regard to companies that either need IT services or provide IT services. Furthermore, it represents the areas corporate quality does not work in – business as the user of IT services, IT infrastructure and operations and software development. The diagram provides a process-oriented overview. Horizontally arranged are the mediator processes, vertically arranged the processes that enable communication and co-ordination between the business, IT operations, IT product management and software development.



Contact

Please do not hesitate to contact us if you have further questions.

corporate quality consulting GmbH ...and your IT fits perfectly

Industriestraße 37
 53721 Siegburg
 Germany

Phone: +49 (0) 2241 976 1256
 Email: info@corporatequality.de
 Web: www.corporatequality.com