

DELIVERING PROJECTS ON TIME AND WITHIN BUDGET

Business software projects are often complex and require a high degree of commitment from both the customer and supplier – commitment to effort and commitment to change. This is an area of Information Technology that is full of failed projects and of projects which fall short of meeting customer objectives.

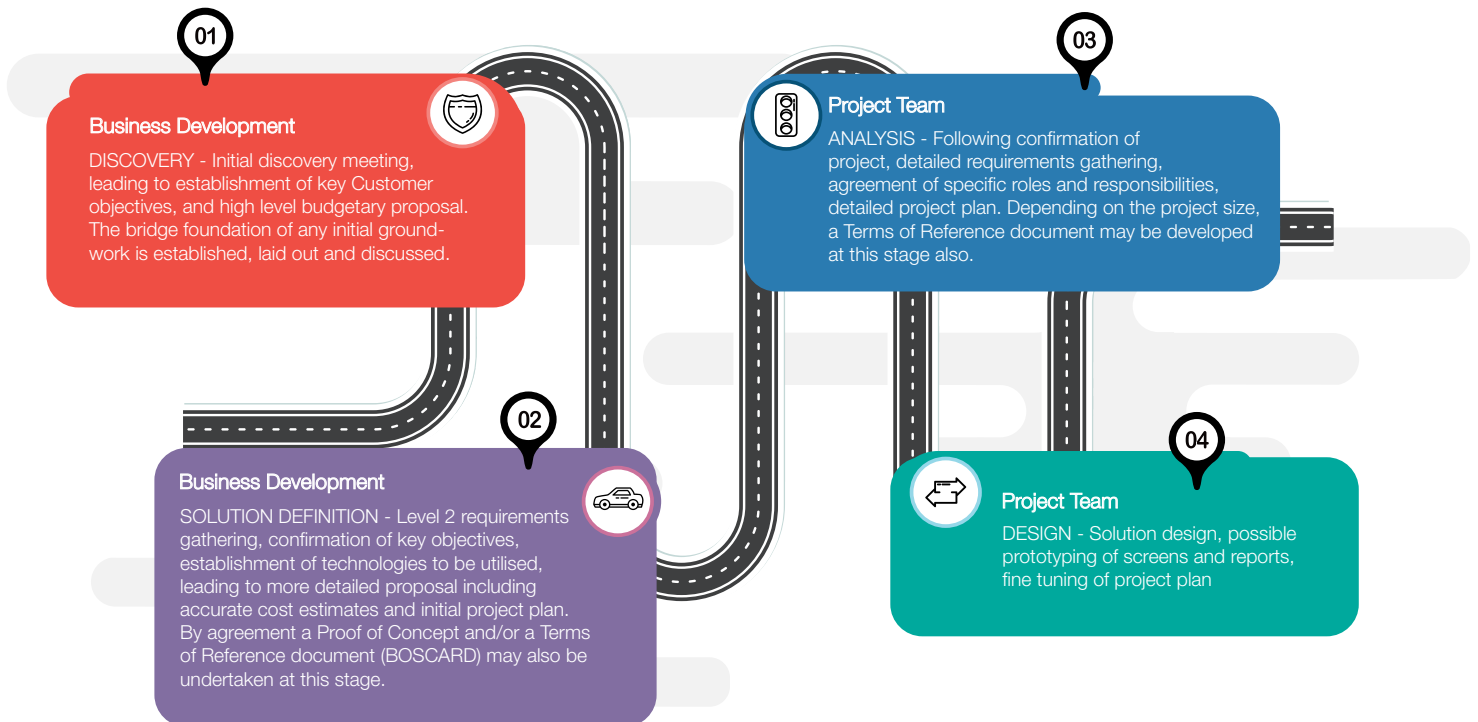
A recent CIO survey placed the level of customer satisfaction with ERP and CRM projects at the very lowest levels of all IT projects. At Computime Software we understand these challenges and implement strict best practices to circumvent potential project pitfalls. In doing so, we enjoy a consistently high customer satisfaction rating.

“ 96% of our clients say that Computime exceeds their expectations, while 99% would recommend Computime to their peers.”

PROVEN TRACK RECORD

The customer engagement process that we adopt starts with our first meeting and builds one layer at a time, always with the objective of delivering the maximum benefit at the minimum risk and cost to the customer.

Computime have a positive track record of 35+ years in successful business software implementations and software development projects, and our philosophy is to be completely transparent with our clients from day one to completion, ensuring alignment around the amount of time, effort, and cost required to implement a successful software project.



CLEAR AND CONSISTENT COMMUNICATION

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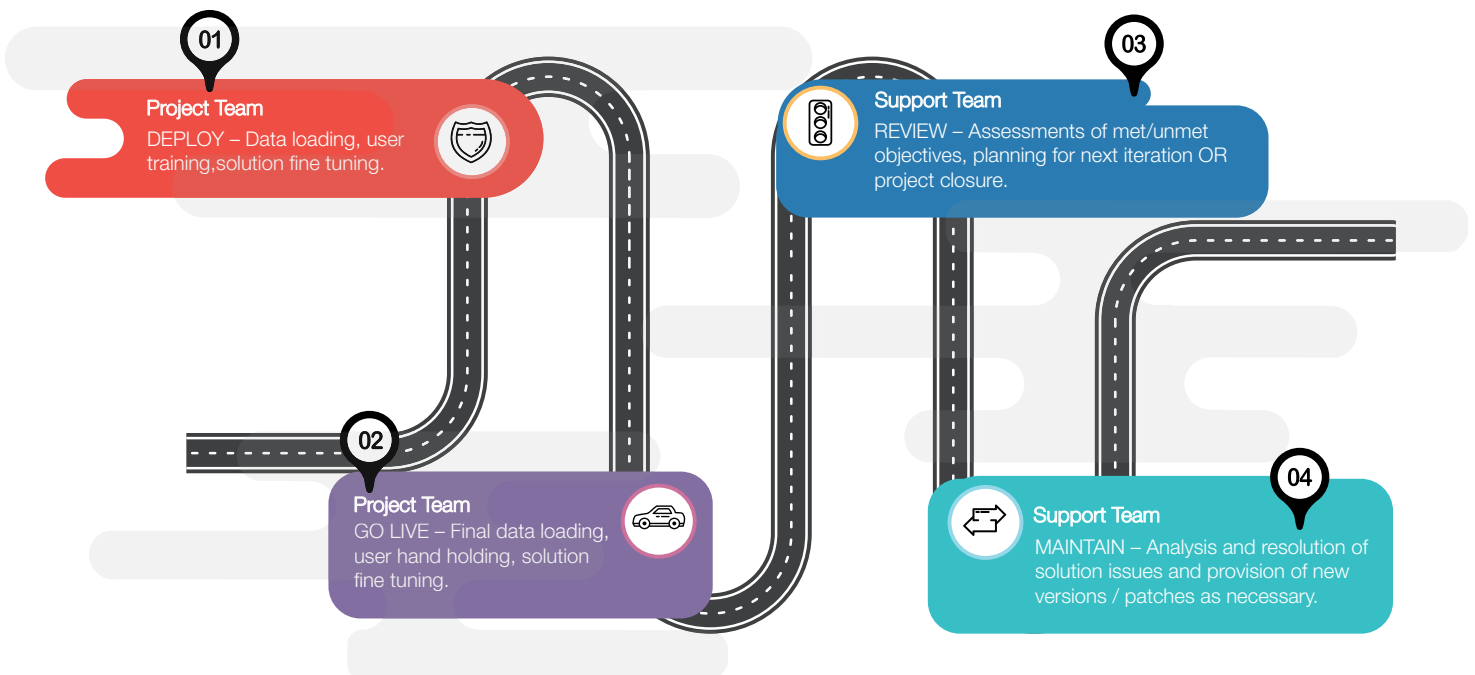
CUTTING EDGE TECHNOLOGIES

We utilise cutting edge technologies from leading vendors to make maximum use of the various platforms which are available nowadays to everyone, such as the internet and mobile devices. At the same time we provide choices – if a customer prefers to run their solution from a more traditional on-premises server as opposed to a cloud-based solution, then this can also be easily achieved.

FIRST-CLASS PROJECT MANAGEMENT

We firmly believe that most projects should deliver value in stages, and expecting a project to meet all objectives in one single ‘big bang’ is often a recipe for failure, as this approach puts a massive burden on both the customer and the implementation team. As a result, we normally recommend focusing initially on delivering a few small, but measurable objectives, together with the customer ensuring these are met, and then moving onto subsequent phases, always at the customer’s pace.

Apart from everything else, customers are usually consumed with their day-to-day jobs, so planning a project in bite-sized phases is very often a preferred option. While we borrow from standard methodologies such as PRINCE II and Agile, we strive to ensure that our primary approach is pragmatic, not overly formal, and above all fit for purpose.



EXPERIENCED CONSULTANTS AND DEVELOPERS

We employ an experienced and multi-disciplined team of experts, including technology specialists to ensure that the system is built using technology that is fit for purpose, performs well, and integrates into the customer’s environment; but also usability experts to ensure that the software is easy to use by non-technical users, business experts who are able to interface with the customer’s business users to ensure that the customer’s business objectives are met, and finally project managers who oversee the whole process and work together with our account manager and the customer to keep the projection track.