IT SERVICES

Reduced paperwork, lower operating costs, increased customer satisfaction and improved productivity!

Overview

The need for IT solutions within companies is rising, and so too are the costs. Almost every company has a list of IT projects they need completed that will allow them to operate more efficiently, service their customers more effectively or reduce the time needed to perform activities. But many of these projects are delayed indefinitely due to time and cost constraints.

This no longer needs to be the case. By leveraging a U.S. based project development / support team with an off-shore programming team, SBS has developed the means for any company to achieve their IT needs quickly, affordably and at an exceptional level of quality.

How quickly? The president of one of our clients stated after their first project with us that if SBS took eight times as long to complete a project, we would still be a great deal. How affordable? SBS is less than half the current market rate. How exceptional is the level of quality? We meticulously follow the Capability Maturity Model developed by the Software Engineering Institute, a federally-funded research and development center operated by Carnegie Mellon University which was developed as a methodology for software companies to follow in order to ensure projects were on time, within budget, and built to your exact specifications.

This process helps us to ensure our customers get exactly what they want, when they want it and at the agreed to price. And we commit to this in writing.

Before any agreement is made, we walk through the requirements with your IT team and create a detailed document specifying the deliverables for that project. It is this document that we use to price the project and use as our committed deliverables. While normally the description is much smaller, one of our recent project descriptions was over 100 pages. It outlined every feature and identified every need. Why do we go to such lengths?

Time and money: the two greatest barriers in getting the most out of your IT systems. But we can help you to overcome these barriers. By utilizing our IT Services on an "as needed" basis we can help you to reduce the time and costs required for you to achieve the results you need, allowing you to take full advantage of your IT systems and create a competitive advantage.

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To ensure our customers know exactly what they are getting. No rude surprises about what it will cost or the time it will take. For one company which had been working with another IT service provider, this was a significant cost savings. They had paid the other service company for two months worth of work that just involved their learning the customer's system. The customer told us it would take us these two months as well, plus another 3.5 months to actually do the project. We estimated 2 months for everything. They were positive we were wrong, but it was a fixed fee, so they gave it to us. We delivered 7 weeks later. Less than 30% of the time they estimated.

This means they not only paid a much lower market rate, they also paid for 70% less programming time!

This same type of result is our commitment to all of our customers: high quality solutions at an affordable cost with faster delivery of the final solution.

What Can We Do For You?

Consider your system needs for just a minute. What needs exist that could help you operate more effectively and efficiently?

While the specific needs vary greatly from one company to another, consider some of these projects areas where we help companies to maximize the benefits of their IT systems:

1. System integration. A common situation many of our client's face are the number of different systems used within their company. The result is a need to manually update one system based on the data from another. We provide system integration solutions that eliminate the cost for re-entering data and the potential for data entry mistakes.

2. Ecommerce solutions. Web based and ecommerce solutions are essential for businesses serious about online sales. Whether it is a fully integrated web-

Many organizations have a number of diverse systems performing different functions in various parts of their organization. These systems are often difficult to navigate. We can help you integrate these systems and turn this maze into a true cost advantage.

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storefront with automated updates or an internal system for information sharing across your company, we have the expertise on staff to meet your needs.

3. System Enhancements. From user friendly interfaces to report generation tools, we can develop the means to make your existing system perform exactly as required. Eliminating the need to settle for off-the-shelf solutions that do not meet your requirements, and often cost more than the custom solutions we can provide.

4. Data Cleansing. As companies build ecommerce solutions or integrate systems, they are finding that their data needs to be updated and standardized. This can be both a time consuming and costly process for which we can provide a low cost solution.

These are just a few of the solutions we can provide that can help your organization to operate more efficiently or service your needs more effectively. If you have any IT needs that are not being met today, contact us to discuss how we can work together to make your system meet your needs and exceed your expectations.

Let Us Show You What We Can Do For You

When we work with you we often use the term "project collaboration", and we use it for a reason: because we truly work *with you* to accomplish your IT goals. We know you have an IT team. These professionals know your systems. They know your needs. They know the people that use your systems.

This knowledge is a powerful asset, but it is limited in what it can accomplish due to time and resource constraints. But when companies turn to an outside service provider, many of these providers send in a team of consultants that become experts around your systems. These experts then work with their programmers to develop your IT solutions. **We don't.**

Is your IT staff stretched a little thin?
We work with your IT team to help you
more quickly accomplish your goals.

We know your IT staff are experts on your systems and needs. Our goal is to work with this powerful asset, not replace it. And it is working with your team that allows us to reduce the time required to build a project and better meet your needs.

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We want to work with your existing experts, and it is this collaboration that allows us to operate so cost effectively. We have our development team work with your system experts to determine the deliverables and ensure the project accomplishes the desired results.

The result is less time learning the system, costing you less and delivering the results you need sooner.

To accomplish this we follow a series of steps in providing you the exact results you require:

1. Determine Your Objectives: the first step we take is to perform a quick needs assessment from which we estimate the time and resources required to complete the project. This is only an estimate, the final time and cost will be determined in the next phase.

2. Detail the Project: After you review the estimate and decide to proceed, we perform a detailed analysis of your exact needs. This analysis results in an outline of the project and our deliverables including an exact project price and time. During this time we will also make suggestions as to features and benefits, and options for containing costs. Only after the deliverables are agreed to and <u>you approve the project</u> do we start the programming.

3. Project Programming: During the programming phase we utilize the Capability Maturity Model to ensure the highest quality product. We will also be in periodic contact with you to clarify any points that develop and to keep you informed of our progress.

4. Solution Implementation: Once the project is completed, we provide you with the completed project to review to ensure the deliverables are met, prior to implementation. Once everything is agree to, we provide the support needed to implement your solution.

Contact us, and let us show you what we can do for you.

'Seventy-one percent of new IT development is delayed due to poor definition and understanding of customer requirements.' (Harvard Business School)

We plan and define each project in detail prior to starting the actual programming. This allows us to greatly reduce the programming time involved and minimize the amount of time spent re-programming because the exact needs were not clearly defined.