datacentrix

Professional Services

Insight

Insight. Improve and accelerate decision making through actionable information and trusted intelligence.

AM
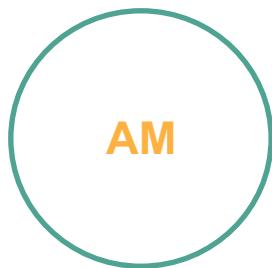
Application management. Manage, monitor, maintain or upgrade your application portfolio in tune with the growth and needs of your business to minimise expense and optimise the value from your organisation's applications.

PPM

PPM. Project portfolio management offers a structured approach to managing a business portfolio. It is a tool that helps organisations become agile and attain their future-state vision and strategic objectives.

Integration

Integration. Integration bridges the gap between legacy, modern and next generation systems, ensuring the best return from your technology investments.

Mobility

Mobility. Mobility is radically changing how organisations build their applications, enabling data to be used, modified or changed from any location across any device.

SAM

SAM. Active management of software assets ensures maximised use, controlled cost and on-going licence compliance.
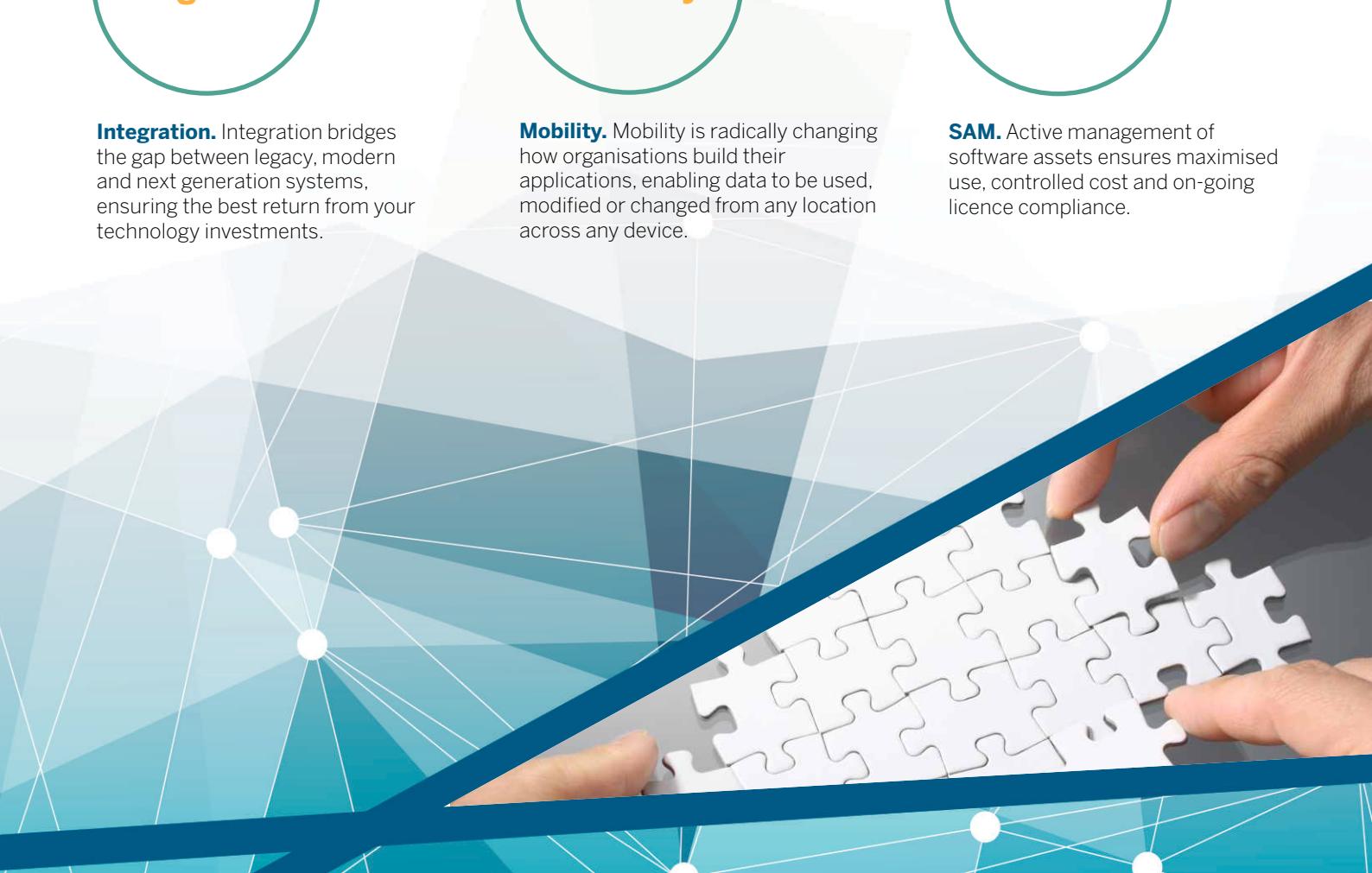
The best-managed organisations recognise the value of their information assets. Datacentrix' range of professional services help to extract this value by ensuring that customers know what information is available, where it is located, and who is using it. These professional services support business growth and success.

Introduction to professional services

Today, many businesses make significant investments in information technology to optimise the day-to-day flow of information. The requirement for rapid value realisation demands that this technology is effectively implemented, integrated, automated and managed.

Datacentrix provides personalised consulting and professional services to help you maximise your investment in technology. We enable the conversion of data that is sourced from multiple applications and disparate systems across an organisation, into meaningful business information.

This information can be used by non-technical managers to make informed, systematic decisions. Visibility of the information can be customised to ensure that the details and views support easy identification of any business challenges or opportunities timeously.

The right blend of professional services

Once information is recognised by an organisation as being one of its most valuable assets, then its people start taking more care to protect and to optimise its value by sharing it across disciplines and silos.

Often, more technical-specialist focused organisations tend to restrict access to data, and at the same time, restrict the business benefits.

Professional services can be described as the integration of planning, resource management, and project management required to extract the maximum benefits from an organisation's structured and unstructured data and exploit the benefit of information sharing using multi-channels.

APPLICATION DEVELOPMENT PROCESSES

APPLICATION SERVICE MANAGEMENT PROCESSES
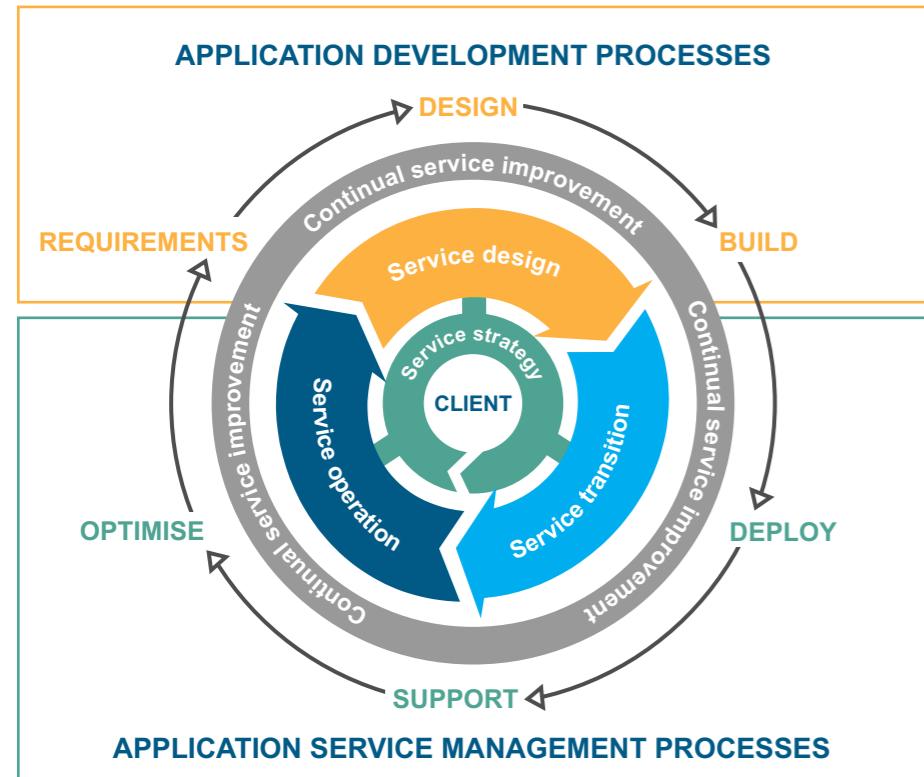
Application management (AM): The process of managing the operation, maintenance, versioning and upgrading of an application throughout its lifecycle.

AM includes best practices, techniques and procedures essential to a deployed application's optimal operation, performance and efficiency throughout the enterprise and back-end IT infrastructure. Datacentrix' AM services encompass:

➤ Application portfolio assessment
➤ Application consulting
➤ Application management
➤ Legacy and modern application infrastructure
➤ 1st line (1st call resolution)
➤ 2nd and 3rd line support
➤ Bug identification and resolution
➤ Enhancements
➤ Modernisation
➤ Formal service level agreements
➤ Risk management and mitigation
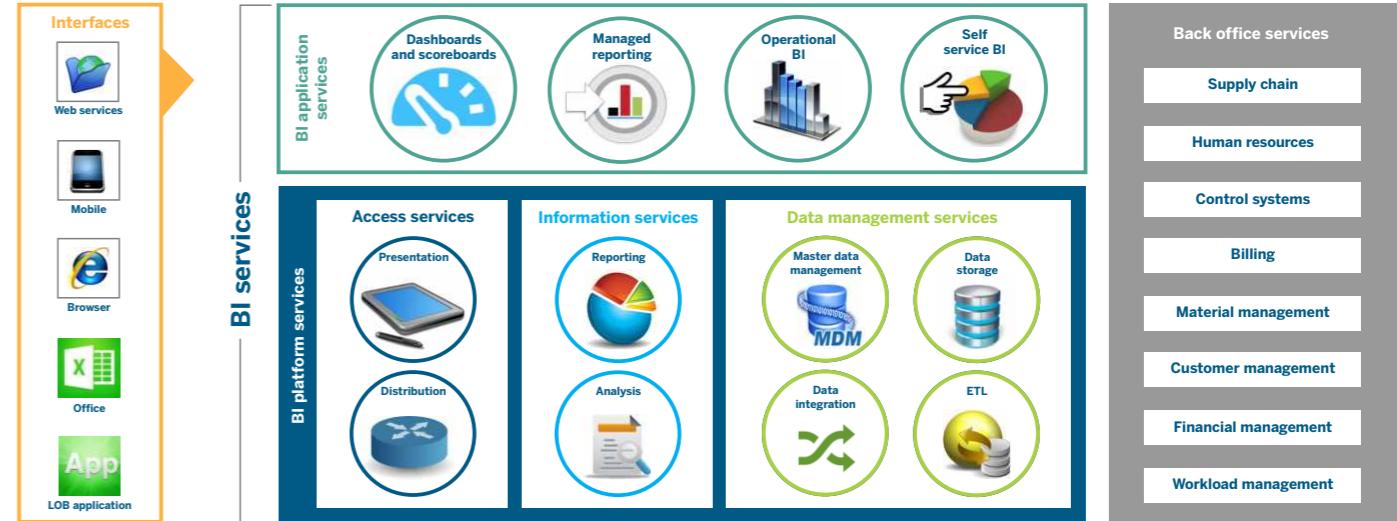
Insights (BI and Analytics): The process of discovering and communicating data and meaningful patterns in data, using a variety of software applications and processes to analyse an organisation's raw data.

Insights, as a discipline, is made up of several related activities, including data quality, data mining, online analytical processing, querying and reporting, all of which support and inform better decisions.

Project Portfolio Management (PPM): The centralised management of the processes, methods, and technologies used by project managers and project management offices (PMOs) to analyse and collectively manage current or proposed projects based on numerous key characteristics. PPM software delivers:

➤ Increased budget accuracy;
➤ Fewer cost overruns;
➤ More efficient approval processes;
➤ More projects delivered on time;
➤ Greater visibility of the project portfolio;
➤ Increased project collaboration;
➤ Formalised project processes;
➤ Increased governance;
➤ Time and cost management;
➤ Planning and task management;
➤ Resource and capacity management; and
➤ Issue and risk management.

Systems integration: The process of linking applications within a single organisation, or multiple organisations, together to simplify and automate business processes to the greatest extent possible, while at the same time avoiding having to make significant changes to the existing applications or data structures. Systems integration:

➤ Bridges the gap between all legacy, modern and next generation systems;
➤ Achieves multiple-diverse systems integrations with internal, multiple partner and vendor applications and data sources via a central platform ;
➤ Includes IT service desk and smart mobile device integrations; and
➤ Inventory management systems integration to configuration management database (CMDB).

Application development: The provisioning of highly-personalised engagement systems that provide a multi-channel experience to delight customers. Application development involves designing, building, documenting, testing, and bug fixing involved in creating and maintaining applications and frameworks involved in a software release lifecycle and resulting in a software product. It considers:

➤ Re-use versus buy versus build;
➤ Process optimisation, automation and integration;
➤ Workflow requirements;
➤ Rapid development platforms or workflow tools; and
➤ The mobilisation of enterprise applications to deliver increased process efficiencies.

Mobile development: Refers to extending an organisation's enterprise applications to handheld devices. The audience of these applications can be internal staff (employees), contractors or the organisation's customer base. Mobile development effectively extends the reach of the organisation outside the boundaries of physical locations.

Our skilled developers use a phased deployment approach that is rapid and efficient. Our tried and tested process frameworks and tools meet customer requirements for any part of the business process.

Software asset management (SAM): Systematically tracks, evaluates, and manages software licences and software usage. A strong SAM program can help an organisation to reduce software costs, improve compliance, and simplify or develop processes for employee software requests. An effective SAM program also:

➤ Manages software licence contracts, allocations and usage;
➤ Discovers and reports applications in the server and desktop environment ;
➤ Supports enterprise application stores;
➤ Aids the planning of what-if scenarios;
➤ Reduces licence consumption;
➤ Enables more accurate planning and budgeting for future needs; and
➤ Provides peace of mind during a software audit.

Fast, efficient skills augmentation

Datacentrix alleviates the skills risk for customers by quickly supplying short to medium-term resources so that customers can meet their mission critical objectives. These include:

➤ business process resources (competencies),
➤ business process engineering skills, and
➤ technology-based skills.

Our provision of skills also encompasses permanent placements that are serviced by our in-house recruitment specialist, the Managed Talent Solutions business unit, and skills from our specialist teams.

Technology partners

About Datacentrix

Datacentrix is a complete ICT systems integrator, providing solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and empowering meaningful business insight.

Our most valuable assets are captured in the minds and spirit of our people. Every person at Datacentrix is a critical part of our service delivery model and our strategy for generating sustainable value for our customers and stakeholders.

We value partnerships and go the distance to establish trusting, lasting customer and stakeholder relations. Our longstanding affiliations and accreditations with our technology partners enable direct access to technology using the shortest channels.

It's our passion for excellence that drives our innovative and flexible solution design. Datacentrix' value-driven strategy and proven execution capability reinforce its position as one of the top ICT players in the local market.

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