

# ITaaS Process: SOFTWARE DEVELOPMENT

ALLARI'S IT-as-a-SERVICE FOR SOFTWARE DEVELOPMENT DELIVERED IN 8 STEPS

Allari's has been providing technology services to our customers since 1999. In that time we've learned what companies really want from an IT support provider, as well as what they don't. From this understanding we have developed a 'as-a-Service' IT support solution (ITaaS) which provides our customers exactly what they need.

Our IT support service is designed to be:

- **TRANSPARENT**
- **CONVENIENT**
- **PREDICTABLE**
- **RELIABLE**
- **SECURE**
- **COST EFFECTIVE**

Our consumption-based IT-as-a-Service Solution allows our customers to access an array of needed technology services, including customized Software Development. The ITaaS Software Development services follows an interconnected 8 step process designed to ensure our customers receive incredible IT support during each stage of delivery.

Next is a closer look at these 8 steps and the benefits of the ITaaS model.



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## 1 Getting Started: Initiation

- Understanding Your Needs
- Onboarding Our Team
- Integrating Our Team

The first step is getting started with the initiation into our service where we determine the development applications and skill-sets required. Based on that, we determine which team arrangement is best suited to meet the customer's needs. Once determined, each member goes through the onboarding process which allows us to establish remote access, understand the specific development process and integrate our team in parallel with that of the customer's.

The Allari team assembled in step 1 is composed of two to three Senior Developers and a Support Manager. The developers will have the most pertinent language and tools required for the clients need. The multiple resources allow us to meet the development needs that are provided for each periodic service request. The Support Manager will lead the estimation step and work with the client to ensure we deliver as required. In addition our other services for Code Deployment and Business Analysis can be arranged when needed.

## 2 Your ITaaS Development Team

- Senior Developers
- Support Managers
- Access to Other Services

After the one-time Initiation step is completed we are ready to fulfill your development request upon demand. It's a simple and valuable process. First you provide the requirements and specification needed. We review with our developers and provide an estimate of hours of effort required to hand off the requested change for initial customer testing. After you review and approve we are ready to begin development. All the above takes place through our online help desk system that is fully integrated into email.

## 3 Estimating Your Need

- You Provide Request/Spec
- We Provide Estimate of Effort
- You Provide Approval

Once approved the assigned developer(s) begin design and code work. If needed, they will collaborate with the business analyst on the client side during this iterative step. Once the developer feels they have completed the coding they will unit test and then request deployment for initial client testing. Issues and feedback are tracked via our online help desk and the developer will fix any issues, redesign where needed and code for any new requirements that come up during testing.

## 4 Developing Your Need

- Collaboration
- Design and Coding
- Unit Testing

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## 8 Quality Assurance

- Activity Review Process
- Fully Auditable Accounting
- Continual Service Improvement

Following the completion of any request, all related tickets go through an activity review process by our Support Manager. This procedure ensures all information is accurate for reporting and invoicing. Additionally, our periodic service audits and ITIL-based continual service improvement process allows us to provide a highly positive experience for our customers.

## 7 Business Intelligence

- Process Improvement Insights
- Budget Controls
- Development Effort Metrics

The information captured throughout our entire process provides the intelligence clients need to identify the impact of various activities on their operating cost and spotlight squeeze points which may be draining resources. Additionally, our budget controls provide alerts if your service requirements change over time. This information, along with quarterly reviews of our development work provides clients with the comprehensive data and valuable insight needed to make empowered decisions related to their development process and needs.

## 6 Continuous Data Collection

- Closed-Loop Communication
- Data Capture & Categorization
- Development Request Database

We follow closed loop communication principles using the ticket as the centralized data store for all information related to the development request needed. Time, categorization, analysis and resolution are all captured in the ticket with this information being transparent and available to the client in real time and submitted in regular reporting. Additionally, we maintain and make available a client-specific development request database that may assist with future development requests.

The Support Manager provides end to end management of the client's requested development service. From providing a reasonable estimate that the client can use to make a sound business decision to monitoring the progress of the work and communicating to the client when the actual work may exceed the original estimate. Their primary goal is to ensure a positive customer experience so we have a long and lasting relationship.

## 5 End-To-End Support Management

- Manage Estimation/Approval
- Monitor Progress & Budget
- Ensure Positive Client Experience