

A is for..... Achievement



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What is A-star?

A-star is the Ameritas mark of quality and the philosophy that underlies all Ameritas services. This principle has been followed to develop a range of approaches, ultimately providing a range of services, delivered to a consistent high quality.

The A-star approach primarily concentrates on four main considerations for any solution. The aim is to always achieve the business goal.

A is for Achievement

Too many business relationships and projects fail due to breakdown of the supplier-client relationship. These failures can manifest themselves in many ways:

- Failure to deliver any solution
- Inappropriate or incomplete solution
- Late delivery
- Solution delivered over budget
- Supplier lock in

The primary goal of the A-star principle is Achievement. With A-star, if your business goals are not achieved, your project has failed. Consequently, any A-star solution delivered by Ameritas will have a high delivery focus, to ensure that your goals are achieved.

Solution focus

The purpose of the service is to deliver a solution to meet the business goals. A-star concentrates on enabling your business to meet this goal with our assistance, rather than removing your control by outsourcing. Your business can then maintain its own solution once it has been delivered, removing a long-term supplier tie in.

Timely delivery

A solution delivered late or at an inappropriate time can severely impact your business, not only in terms of direct bottom line impact, but through knock on effects to the business users. The focus from day one is to set realistically achievable goals, and meet them.

Agility

As technology continues to advance rapidly, it is becoming increasingly important to deliver solutions that are flexible, maintainable and scalable. Agility is always considered in the A-star approach. This avoids heavy investment in rigid solutions that require continuous reinvestment, simply to maintain the appropriate level of functionality. Conversely, the appropriate solution may only have a short-term requirement, and therefore could be better delivered as reusable components for example.

Sound familiar?

“The customer should have asked the right questions of the supplier, which itself should have been more forthcoming with available options, such as making the system more configurable and able to handle change”

Not an A-star customer...yet.

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Return on Investment

A solution that provides little or no return on investment is probably not worth delivering. The A-star approach is designed to consider return on investment in all levels of the decision process. Every decision made weighs up the ROI as an influence on the decision. This ensures that the solution is not only delivered efficiently, but that the level of investment is appropriate.

A-star services

Ameritas provides Astar services in two ways. Firstly, we apply the Astar principle to our own services. In other words, we practise what we preach, to ensure that our own direct services are delivered to a consistently high quality. Secondly, we work with our clients to advise and manage, whilst utilising the A-star approach. Some examples of how A-star is applied, are described below.

A-star development services

Ameritas works closely with the clients IT and business communities to enrich the client's own development team. By applying the A-star approach, Ameritas ensures that the development team develops a solution that meets the business requirements. Ameritas also provides the technical expertise to ensure a high quality, maintainable, robust solution. Some of the tasks performed by Ameritas are:

- Requirements Analysis
- Solution Design and Development
- Business-IT bridging workshops
- Project reviews
- Code reviews
- Training and mentoring

A-star Supplier Management

The ideal client-supplier relationship is beneficial to both parties. Ensuring that the supplier always acts in the interest of the client is a difficult task, especially when this is not in the interest of the supplier. When multiple suppliers are in place, the problems are exponential. The A-star approach tackles this situation head on by managing this relationship from an objective viewpoint.

Ameritas helps from day one by ensuring that the relationship is scoped appropriately. Basically, ensuring that the supplier provides the client with what they actually need. Whether the supplier is an internal IT department or an outsourced service provider, it must understand the business requirements, and be able to present the solution back to the business, in business terms.

Ensuring that this the scoping exercise is performed correctly, reduces the possibility of dispute at a later date. Ameritas can even help to select the best supplier or multiple suppliers to complete the requirement. Once engaged, Ameritas can continue to manage both the suppliers and the project, to ensure that the objectives are achieved. Some of the areas in which Ameritas can apply A-star are:

- Project scoping
- Requirements analysis
- Multi-supplier management
- Supplier relationship management
- Project reviews
- Arbitration
- Supplier selection

If you require any further information on Ameritas and its range of services please contact us.