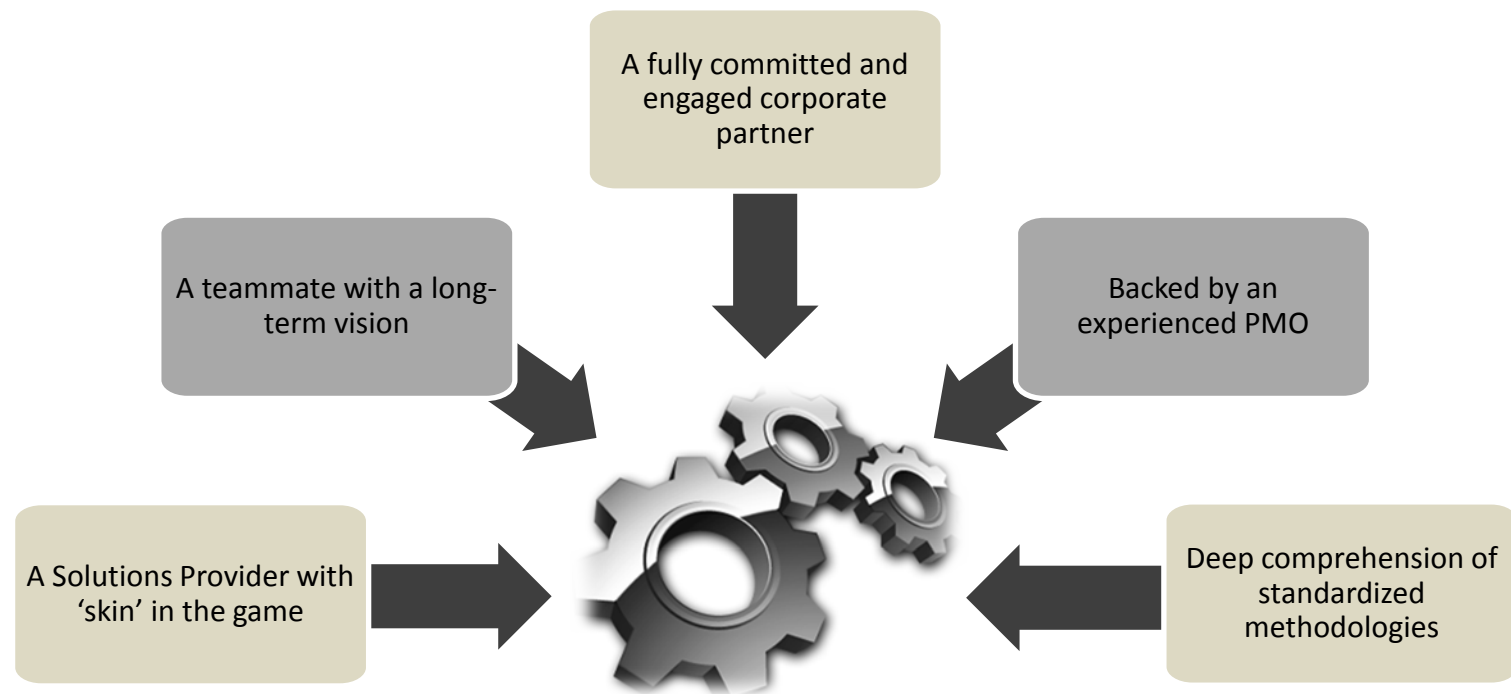# Effective **Professional Services** Offerings

There are many reasons organizations look to outside suppliers for their large and complex system integration and implementation objectives. As a contractor, we must satisfy these needs. Customers need a lot more than an engineer or independent party validation:

Characteristics of a strong integration partner include:

A fully committed and engaged corporate partner

A teammate with a long-term vision

Backed by an experienced PMO

A Solutions Provider with 'skin' in the game

Deep comprehension of standardized methodologies

Professional Services Gold Standard

A Solutions Provider with 'skin' in the game

Organizations seeking professional services providers for IT solutions are not simply engaging an engineer or consultant, they are hiring a firm to provide a solution. The burden of success is carried by the contracting company. To achieve high success rates an incumbent provider must demonstrate accountability, deep reach-back to subject matter experts, engaged executive management and the means to stand behind the work and correct any defects promptly, regardless of root cause.

A teammate with a long-term vision

Many system integrators speak of building long term relationships. Creating such a partnership requires more than completing a project satisfactorily. It takes is a policy that includes good stewardship. Looking out for the client's best interest and proactively working to reduce costs and improve outcomes is a practice that must be exercised at all program levels by the entire project delivery team. Achieving this type of dedication comes from engaged management, an incentivized workforce and training.

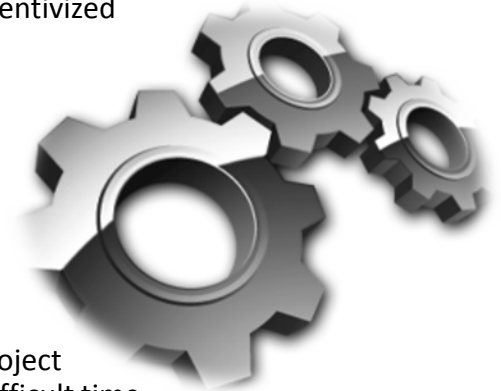## A fully committed and engaged corporate partner

Buyers of Professional Services are looking to team with a company that can bring resources, capital and know-how to bear whenever project requirements and challenges demand. The Professional Services customer is not betting on an individual engineer or a technical team, they are betting on the integration firm. Success therefore requires clear reporting paths, accountable executive leadership, prioritization and responsiveness at all organizational levels.

Backed by an experienced PMO

With many integration projects the Project Management function calls for nothing more than a Project Manager, sometimes not even. In the real world, a competitively priced PM alone would have a difficult time supporting all project demands. Defined methodologies and the backing of an experienced Program Management Organization will ensure the PM can execute within budget and timeline constraints while adapting to project variances and ensuring accurate tracking

Thorough comprehension of standardized methodologies

Engineers and delivery personnel are technical resources capable of implementing diverse systems. While they perform the measured work for a project, success is dependent upon rigid adherence to guidelines. A top tier integrator's technical approach will include well established, demonstrable practices from SDLC, ITIL, PMI and CMMI and ISO

Elite Professional Services Engagements Receive:

A dedicated PM working out of a highly capable, bottom-line focused PMO. Elite's PMs will:

- Assemble technical staff with the right mix of skills and establish reporting hierarchy
- Develop and execute against a rigid project management plan and customer approved baseline
- Guide and oversee the project workforce in every project phase through closeout
- Conduct comprehensive status evaluations and analysis of project progress detail metrics
- Present regular performance reviews of all project deliverables including documentation
- Exercise vigilance in all program compliance factors and Quality Assurance
- Review processes and procedures to achieve continuous process improvement

Elite Technical's engineers will have the experience and expertise required to satisfy the demands of the responsibilities to which they are assigned. Our engineers consist of talented network technologists and engineers, server and desktop administrators and storage architects. All engineers provided will possess the necessary training and certifications. In addition to their core skill sets, Elite engineers are highly proficient in servicing demanding Federal and Enterprise infrastructure engagements and are well versed in the following standards-based practices including:

Change Control Management	Risk Management
Configuration Management	Performance Management
Quality Assurance	Capacity Management
Test and Acceptance	Release Management

Effective **Professional Services** Offerings

To learn more about Elite Technical's Professional Services contact:

Mike Sandler
VP, Federal Programs
mike.sandler@elitetechnical.com
703 407 8757

New York	Virginia	Florida
Corporate HQ	One Freedom Square	National Sales Center
75 Orville Drive	11951 Freedom Dr.	801 International Pkwy
Suite 4	13th Floor	5th Floor
Bohemia, NY 11716	Reston, VA 20190	Lake Mary, FL 32746

www.elitetechnical.com