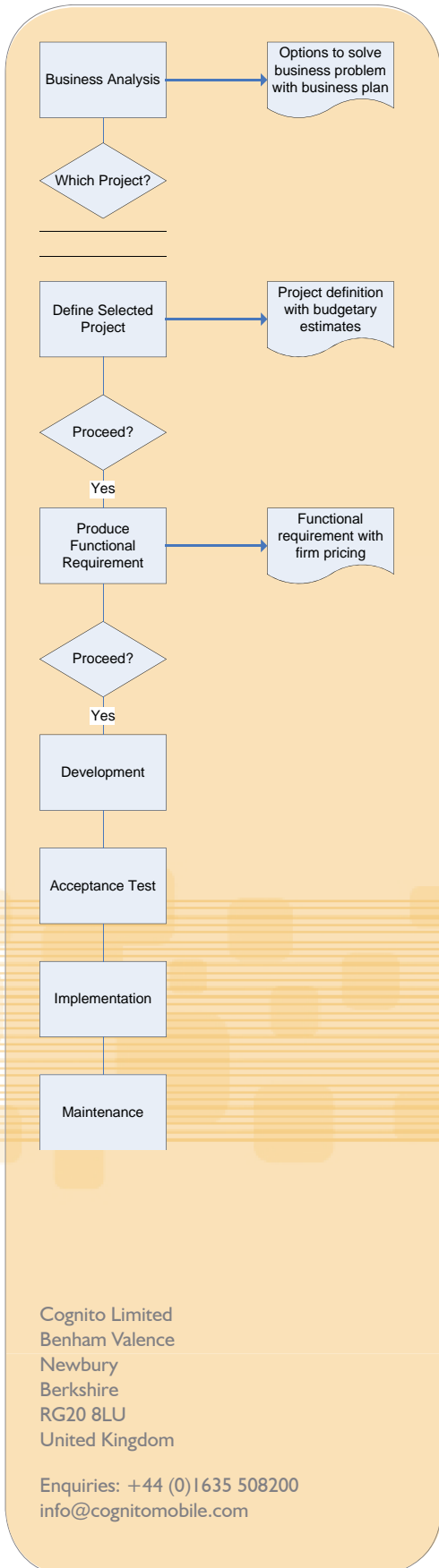


Roadmap to a solution



Cognito® has been providing Mobile Workforce Management solutions for nearly 20 years, and understands how to focus a wide spectrum of management methods combined with appropriate technology on the challenges faced by your business. This process begins by understanding the business benefits to your organisation from mobile technology through an in-depth business analysis. Your management team can then make an informed decision on appropriate projects. Cognito has a complete set of skills which can be orchestrated to deliver a total solution including specification, project management, development (mobile and back-end), implementation and maintenance.

BUSINESS ANALYSIS

A Cognito Business Analyst with specific experience of your market area will work with your management team to identify the range of business challenges that can be met by Mobile Workforce Management solutions. These will range from “do nothing” to an end-to-end solution. We will then recommend a “roadmap” to the chosen solution designed to suit the speed with which you would like to move, avoiding cul-de-sacs. The roadmap is designed to deliver an increasing return on investment at each stage.

The output from Business Analysis is a plan that will detail possible solutions, complete with costs, benefits and a proposed implementation strategy, allowing your management team to make a decision based on the best available facts.

PROJECT DEFINITION

Following a decision on the business plan a project is selected and defined. This will include detail on project phases, costs and time scales.

FUNCTIONAL REQUIREMENT

Detailed description of the solution is produced, from the integration with back-end systems through to the mobile device and client applications. A consultant is assigned at this stage to produce the functional requirement using resources based at Cognito. A project manager may also be assigned at this stage depending on the complexity of the system.

The outputs of this stage will be a functional requirement of sufficient detail to allow technical specifications to be written and firm pricing to be established.

DEVELOPMENT

After approval, the project begins using the PRINCE2 management methodology. A kick-off meeting establishes key objectives, milestones and dependencies, and roles are defined within the project. Throughout the development phase our Consultants and Project Managers will liaise with you on progress on the project specific milestones. At this time your Service Manager will be introduced, ready for the transition from active project to mission critical system.

ACCEPTANCE TEST

A key stage in all projects will be the acceptance test undertaken by the customer with the involvement of Cognito personnel as appropriate. The acceptance test will be agreed at the functional requirement stage of the project.

IMPLEMENTATION

During this stage the system is implemented, clients rolled out (where necessary) and training undertaken. End-to-end coverage is provided by Consultants, Service Managers and Project Managers to monitor and support field use of the solution, and the Helpdesk is available for direct assistance to the user community.

MAINTENANCE

Maintenance starts once the acceptance test has been completed, and covers all aspects of the system and clients, managed by Service Managers and backed up by the Helpdesk. Regular reviews review system performance, and discuss further developments.

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