

étude

Etude Consulting - The Power of the Team

'Working in partnership with businesses to help them achieve maximum benefit from their investment in information systems. We do this by being an acknowledged centre of excellence for the intelligent application of techniques and technologies'

Etude Consulting offers a range of business and IT consulting services, with a special emphasis on component based development and e-commerce. Our senior consultants can provide project leadership and skills mentoring to your team. Or we can supply an "A-Team" to resolve your business's IT problems.

Etude is founded on a commitment to the following values:

- **Integrity** - straight-talking. Value for money advice
- **Quality** - engineering-based principles that reduce project cost and risk
- **Independence** - not being "tied" to any one vendor or product, we can give you unbiased assessments you can rely on
- **Focus on Value** - our measure of success is the value added to your business
- **Teamwork** - clarify the project process to harness the power of the team
- **Innovation** - constantly exploring new techniques and ways of working

We operate by:

- Supplying high quality consulting and project resources
- Building a reputation for achieving better business solutions
- Focussing persistently on business value and increased efficiency
- Designing system solutions that are integrated into the business
- Capturing the Big Picture, taking a holistic view of IT investment to do the right project and avoid duplication of effort
- Reusing and circulating good ideas, best practice and infrastructure investment
- Maintaining professionalism through improvement of depth and breadth of skills
- Being an agile, continuously learning organisation
- Sharing knowledge and skills - helping our clients to improve their skill set and succeed
- Managing ourselves by consensus and shared values

Our Approach:

- Establish and maintain the vision
- Obtain key stakeholder support
- Work hard to gain consensus up front and expose potential pitfalls
- Track the key technology trends that are relevant to this strategic initiative
- Where possible identify a benchmark organisation or programme
- Engage actively with risk in the project plan
- Where possible establish a flexible component based architecture
- Communicate unambiguously using visual modelling in UML
- Understand the numerous ways in which the current system or process is providing benefits
- Focus on delivery
- Develop iteratively and incrementally
- Adopt effective and change management procedures
- Obtain user support
- Establish quality criteria and test throughout the project



case study

One of the UK's Largest Providers of Financial Services

Background

Several unsuccessful attempts had been made by the client to implement an application providing financial products (mortgages, loans and credit cards) and services to customers via multiple channels (internet, call centre, iTV) using object oriented and component based technologies. The final system was to integrate with existing legacy systems and was implemented with Chordiant using Java and Forte.

The client required Etude to provide the skills and a process that would enable successful implementation and delivery.

The Solution

- Performed an audit of the existing process and artefacts
- Investigated the relationship and communication channels between the analysis, design and development teams
- Delivered presentations to stakeholders at all levels to ensure "buy-in" for the proposed solution
- Instigated a total restructuring of the process to provide a well structured, business driven and component based methodology
- Produced a well structured information repository and roadmap for the project
- Restructured the UML analysis artefacts providing a high level view of the system's intended functionality centred around Use Case packages
- Introduced a documented process and architecture that enabled parallel working
- Radically restructured the format and content of the Use Cases to improve clarity, providing references to relevant business rules and data requirements documents
- Improved communication between analysis, design and development teams by liaising with all parties to structure a business driven, analysis class model and sequence diagrams around a common framework shared by both teams. This provided a shared vocabulary ensuring a better business alignment of the final product
- Provided close mentoring and support to an analysis team relatively inexperienced in OO methodologies and the UML

The Outcome

- Provided the client with the ability to deliver fully tested application, on time and to quality.
- Improved communication between the business and IT.
- A high level visual view of the application in the UML (incorporating requirements models, analysis models, design models, and code) providing traceability from requirements to code.
- An application built around a set of core re-usable business services that is easy to maintain.
- A flexible architecture and a process that allowed for rapid changes in response to unstable requirements.
- Improved skill set and documented process for the client, allowing the success to be repeated for future projects.

what the client had to say about us

"The [Etude's] remit was to bring the team forward in terms of OO/UML skills, to help build closer working relationships with development, and to improve distribution of work through parallel team working.

...[Etude's] contribution was fundamental and significantly smoothed the path for project delivery. In addition the methodology introduced will be the basis for our future projects. Overall, I was extremely impressed with the [Etude] consultant. His specialist knowledge was excellent and actively maintained. The consultant was most conscientious, always willing to provide that little bit extra."

ANDREW GALLETLY
BUSINESS ANALYSIS MANAGER