

## Our Methodology

Central to Stiearc's business model is the premise that we will grow if our customers grow and if we are able to continue to support our customers over the long term. This is why we have adopted software technologies that enable efficient re-configuration. It is why our methodologies are designed to be responsive to your requirements, not just at the beginning but through the complete life-cycle.

In order to be efficient in software solutions we have adopted the following guidelines:

- Keep the service as simple as possible sufficient to meet the requirement;
- Use very smart people;
- Motivate them to succeed.

When you implement a Stiearc software solution you are investing in the future of your business. We both have a vested interest in ensuring that this investment is well spent and that you receive the best service in support of that investment. This starts from the initial requirements analysis. Whether you need specific training or in-depth consultancy on technical issues we will make sure that you get the maximum benefit from this.

If you have a new project to integrate please [contact us](#), describe your project outline and we will respond immediately.

## Requirements

Whether we are going to implement a packaged product that must be modified to suit your requirements or we are developing a completely new solution for you, we must understand your requirements.

Our methodology ensures that we reach a clear understanding of your company's specific business needs and before we begin to configure the solution we make sure that the objectives can be met within budget and on time.

The resulting Requirements Report is important. It may be as simple as a checklist of agreed modifications to an existing product or it may include a detailed Requirements Analysis. This certainly helps drive the implementation process but it is by no means locked-in. Despite the care and attention applied in the Requirements Analysis, often, new requirements emerge during the process of configuration or implementation and we try very hard to re-configure to accommodate these changes.

## Development

We first appoint a software engineer to define the top-level architecture for the new solution using the Requirements Report for direction.

Stiearc's software engineers use a number of technologies to configure an application, principal among these is the Gensol Toolkit which is available for Client/Server and Internet/Intranet Browser systems and for PDAs or hand held computers. This is described briefly in the Technology tab page opposite and also at the website for Gensol: [www.gensol.net](http://www.gensol.net).

Our software engineers use rapid application development techniques to develop new modules and reports and can call upon a large array of existing modules. This may involve one or many engineers working together to produce the first cut. Then begins a process with the client of review and refinement that progresses rapidly to a close.

The Gensol methodology addresses quality assurance concerns at every point within this development regime since the modules incorporate pre-defined generic models that are proven. This allows us to focus more energy upon the distinct business logic code involving transactions.

## **Implementation**

The Requirements Report guides us and helps us to understand how the solution best fits your organization. But the software is only a part of the total solution. A successful outcome can only be achieved if your organisation's people, technology and business processes also receive attention.

From requirements analysis to performance testing our team will work with yours, sharing our knowledge and skills. We help your team to develop the in-house expertise to manage the new solution once implementation is complete.

We ensure that you hit your objectives on time and within budget with the minimum of fuss.

## **Support**

Stiearc is committed to providing the best quality support to it's customers.

There are a number of ways in which to access our support facilities and expertise. Upon implementation of any new software solution we ensure that every member of your team receives instruction on how to take advantage of our excellent support services. As you would expect, we may be emailed, faxed, called... You may even submit support requests on-line through the web-site.

Stiearc is a company of highly motivated people trained to solve your support problems. If you are not satisfied with any issue regarding this service you have easy access to the Managing Director. Some of Stiearc's customers have been supported for more than 20 years. We believe the quality of our service is measured by our clients, as we face each new support request together. It must be acknowledged, however, that by applying care and attention in the implementation of a product and in the proper training of new users of the product, we hope to solve most support request issues before they arise.

## **Training**

Your people are your greatest asset and this is especially true when you face change. Our professional training provides for hands-on experience in practical workshop conditions. We offer a full range of classes for people whose roles may differ quite widely in the support of the new system. This may involve introductory or advanced components.

The course material is comprehensive but as for all services we provide we recognize the importance of tailoring the training to meet your requirements.

'Training' is an on-going commitment. Typically, we train our clients at the implementation of a new software solution or when there is a system upgrade but also as staff move into new roles. This enables us to share our expertise and help you improve productivity, and for a new solution, it is critical in fostering acceptance.

To find out more about specific training courses and workshops please [contact us](#).