

How the CoE can help in various phases of the project

2. Solution construction

- Define templates for project plans suited to various industry-specific solution scenarios
- Provide assistance through pre-defined project templates in arriving at detailed work steps and customizing approach to specific client needs
- Assist in information gathering about relevant IT systems that are within the purview of the proposed solution
- Provide training on tools and technologies that will be used in the project

3. Solution support

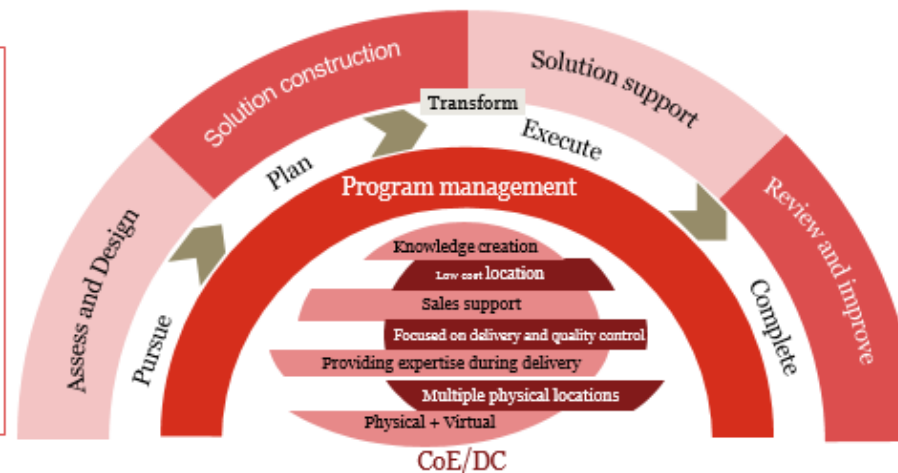
- Augment teams engaged in delivering the solution if required via prototype building and integration testing
- Provide assistance in resolving product and platform issues
- Develop proof of concepts tuned to a particular assignment by a dedicated team
- Engage with client IT teams if necessary
- Provide support in infrastructure readiness
- Provide support for testing, resolution of bugs and performance issues in live projects

1. Assess and design

- Provide sales support as and when required by network firms
- Develop solution architectures
- Develop proofs of concept and prototypes
- Provide assistance for tech responses
- Provide assistance in determining realistic effort estimates

4. Review and improve

- Capture key learning points from the project and store in the database
- Aid in presenting clients multiple solution options
- Provide assistance in capturing needs for future opportunities
- Create case for a success story – build analyst mindshare
- Benchmark processes



Program management

Refers to ongoing program management activities. The management of the CoE will coordinate the activities of the CoE through in-house dashboards and metrics

Knowledge harvesting and quality control

Refers to all knowledge management, knowledge harvesting and QA activities of the CoE. This will be provided through the in-house knowledge base as well as the QA control processes built into the CoE