

Defining and maintaining the right process is the key to delivery excellence.



CONSULTING SERVICES



We at **InQserve** provide consultancy / outsourcing using methodology that can help your organization identify areas of improvement, and build sustainable models for cost optimization.

We achieve this through solution oriented projects. Our engagement offers offer value by helping organizations identify overheads, thereby to complex increasing productivity and reducing costs.

Our proved methodology is based on our vast experience working on focused problem statements from a range of clients.

InQserve is a dedicated partner to your process needs. Our process engineering approach is based on:

- Collaboration between client and consultant
- Evaluation & analysis with focus on business objective
- Industry experience and best practices
- Interactive communication & engagement with stakeholders
- Customized programmes and deployment approach.
- Focus on sustainability

Addressing chronic performance issues requires analysis and initiative. At **InQserve** we have the expertise to help you reshape your organization at the deepest levels. Our approach evaluates processes by using an approach of stakeholder engagement thereby fostering long-term stability and ownership.

Service Portfolio

Process improvement components include:

- Process model and capability evaluation
- Tools for determining process effectiveness
- Prediction models
- Targeted improvement programs
- Loop back systems

InQserve's Process modeling establishes:

- Process Framework – **what** performers should be doing
- Best practices – **how** it should be done
- Measures – **how well** it's being done
- Optimizers – **how** it can be improved

“YOU cannot change the truth BUT the truth can change
YOU”



Definition and Deployment

At Inqserve we believe in the involvement of business users in process definition. Our team spends time understanding the operations of the client before process definition. We also engage the stakeholders in meaningful reviews and validations to ensure alignment of ideas and practices. As a team, we use the industry standard **PDCA** process model for process definition. We also ensure that established industry best practices and proven methodologies are included in the process engineering assignments to lend a cutting edge to your operations.



Metrics Programmes: Inqserve offers exclusive programmes to support your organizations needs on establishing and sustaining metrics frameworks. We also offer organizations the capability to evaluate operational volumes, create baselines, and assess process maturity. Our services include pre-contract data analysis to facilitate setting up of appropriate service level agreements (**SLA**), setting up data collections tools and reporting **dashboards**, framing **prediction models** for enhanced **process predictability**.



Certification/Assessment

Support:

Recognizing the fact that certifications provide organizations with competitive edge, we offer consultancy services to support certification and assessment requirements. Our panel of experts has exposure to assignments on ISO 9001, ISO 27001, CMMi. ISO 20000 among others. **InQserve** offers accelerated that consultancy support programmes to enable quick turnaround for your compliance needs. This is based on your experience with multiple certification bodies and diverse client base.

Value Add to the customer

ICQ's Consulting Services for the Software and other Knowledge intensive industry helps organizations in improving the process and people aspect of the system.

- **Cost - savings:** Clients will save significant cost of training/using solely internal resources or engaging traditional staffing companies. We bill for time and materials, so there's no over - use (overtime) or under - use of resources.
- **Process made practical** - IQS tries to make process practical with knowledge assets and guidance to help organizations jump-start project planning, get team members up to speed and working consistently, and put a customized process into action.
- **Adapts to project needs** – The IQS platform provides a configurable process framework that enables an organization to select and deploy a specific process components required to provide a consistent, yet customized process.
- **The Concept of Best Practices:** IQS unifies proven software best practices in a form that can be adapted for a wide range of projects. Adoption of the best practices reduces the risk inherent in developing new software. Further, a customizable process framework helps the organization to better communicate with customers and deliver higher-quality software more predictably.

