



CHARISMATEK Software Metrics Services – Value for Money

CHARISMATEK's "Value for Money" assessment services provide confidence in decision making - confidence in choosing a working partner.

Simply knowing whether a quotation or proposal represents a "fair" price enables much greater agility and confidence in choosing and negotiating with suppliers.

You need to know that you are receiving on-going value for money for the software delivery and support services you receive from your suppliers. CHARISMATEK will assess what it SHOULD cost - and you can make your decisions accordingly.

With confidence.

We do this using a combination of software estimation tools, industry data sources and long term successful experience in IT costing.

These same services also allow software suppliers to clearly demonstrate that they are providing value for money for the software delivery and support they provide to their clients.

CHARISMATEK will assess and rate project staff skills, process capability and software project attributes. Matching these assessments against industry delivery performance benchmark data enables us to provide a range of "value for money" services for a wide variety of business needs.

Choosing your Supplier: Independent Assessment of Quotations

One of the key considerations that applies when assessing tenders or quotations is a comparative evaluation in terms of best value for money. We know the lowest price does not necessarily deliver the best value - yet it is always tempting to accept it. Sometimes the cheapest just is the best – but sometimes it is just high risk.

So how do you choose?

Is the quoted fee too high? Is the quoted fee or schedule overly optimistic - is it achievable?

It is questions like this that CHARISMATEK can help you answer. CHARISMATEK will either assess a particular supplier capability or simply match expected capability levels for industry suppliers to determine expected probable cost and schedule.

Projections and assessments are realistic because they are based on real industry data and experience. Project sizing information and models emanating from the process provide solid support to price and delivery scope negotiations.

Knowing what it should cost and the potential impacts of change – this is the empowerment you need when choosing a supplier.

Choosing your Supplier: Independent Assessment of Supplier's Capability

CHARISMATEK's "Independent Assessment of Supplier Capability" gives clients confidence that a supplier has the capabilities required to successfully deliver software development or support services.

A profile of the potential supplier is generated that includes:

- ▶ A high level assessment of the supplier's overall software delivery capability;
- ▶ An indication of how the supplier compares with other software developers; and
- ▶ A gap analysis highlighting the supplier's specific strengths and weaknesses.

Whether you are assuring the delivery capability of an internal or external supplier, a delivery capability assessment greatly increases your confidence that a supplier will be able to deliver the needed software services on time, within budget and to the required level of quality.

Package Fit Assessment

Today many large scale software projects involve the configuration and customisation of a software package.

However, determining the package that "best fits" your requirements is a difficult task, often subject to off-the-cuff assessment methods and best-guess choices.

CHARISMATEK's "Package Fit Assessment" generates a profile that shows how well a software package aligns with your requirements.

The profile indicates the relative proportion of the functionality to be delivered by different delivery modes, for example: *as-is*, *configured*, *minor customisation*, *major customisation* and *custom-built*.

The profiles can be extended through the use of industry benchmark data to provide a forecast of project effort, cost and schedule. Functionality delivered "as-is", that is, with no changes to the software will obviously cost less than functionality which must be customised or custom-built. Even "configured" functionality has a cost as it must be tested to ensure that it delivers to the business requirements.

When a number of software packages are being compared, their profiles provide clear and quantitative indicators of how well each package aligns with the project requirements and how much work will be required for the implementation.

Delivery Performance Assessment

Most projects, for one reason or another, rarely follow the original plan. Things change, some things go wrong, delivery dates and costs are re-negotiated - but eventually it all hangs together. Maybe. Sort of.

Sometimes it is simply best not to know - it won't change anything. But if you plan more projects in the future or simply need to assess performance, it is good to know just how productive - or unproductive - your organisation has been in comparison to industry standards.

At project completion, CHARISMATEK uses industry data to determine benchmark effort, cost and schedule figures for the completed project. The project's actual effort, cost and schedule are compared against a series of benchmark levels:

- ▶ Best-In-Class;
- ▶ Superior/Competitive;
- ▶ Average;
- ▶ Poor;
- ▶ Unacceptable.

This assessment service enables you to review and understand the level of delivery performance you have received. Knowing where you stand is the first step in reviewing performance and assessing procedures and suppliers.

Benefits

CHARISMATEK's "Value for Money" services provide software developers and clients with a range of substantial benefits, including:

- ▶ Very early assessment of the likely cost of proposed software and IT projects;
- ▶ Assessment of the total IT project cost – not only the software development or delivery tasks;
- ▶ Confidence that a potential supplier has the skills and knowledge required to successfully deliver proposed software services;
- ▶ Confidence that a potential supplier's quotation is appropriate - neither too high, nor too low;
- ▶ Comparison of the relative cost of software package implementation versus custom development and also comparison between packages;
- ▶ Confidence that suppliers are not charging exorbitant prices for change requests or other enhancements to existing software;
- ▶ Knowledge of how the price of existing software services compare with industry benchmarks;
- ▶ The ability to track diverse collections of software tasks against single budget items in a transparent manner;
- ▶ Industry benchmark data - through its metric network partners CHARISMATEK has access to the world's foremost and best repositories of industry benchmark data related to software delivery and support.

Further Information and Contact CHARISMATEK

CHARISMATEK Software Metrics provides a wide range of quantitative analysis services focussed on adding value to organisations both delivering and purchasing software related products and services.

For further information on all CHARISMATEK's services, see the CHARISMATEK website at www.charismatek.com or contact CHARISMATEK on + 61 (0)3 9696 1255 or at info@charismatek.com.