

## PROJECT MANAGEMENT SERVICES

Soitron have been delivering world class IT projects for over two decades. With some of the most talented people in the business and highest company and team accreditations our clients can be assured of the best possible service and solutions to meet their IT requirements. We cover infrastructure or data migration projects providing end-to-end services in terms of Program Management, Project Management and Project Management Office.



### What We Do

Our talented teams will manage the smooth transfer of your new customers to your productivity toolset. In the follow-up phase, the transition will be carried-out to optimise processes and reach the best possible productivity, improving the service whilst gaining greater control. Allowing you to focus on core business and reducing overall cost.



### How We Deliver

With us, you can be sure your projects are in good hands. At Soitron, investing in specialisation and knowledge of our Project Managers is essential. You can rely on us and be sure your portfolio, programs and projects are managed in line with PMI, IPMA or Prince 2 methodology.

## FLEXIBLE AND SCALABLE MANAGED SERVICES OR STAFF AUGMENTATION

Whether you need to supplement your project with temporary talented and skilled resource, or need a trusted partner with a world class proven ability to manage your projects end to end, with Soitron you can be sure you will find the right solution. We offer our clients the flexibility to meet their project demands as planned, whether they are short-term, or long-term programs.

### WE DELIVER AS

#### Managed services

- We provide project management services based on your preferences, either remotely or on-site
- Soitron manages your service delivery based on SLA KPIs set on the scale of projects (small, medium, complex, programs) and related to both costs and timing of project
- Your Dedicated Service Delivery Manager will be your escalation point and single point of contact. You will receive monthly/weekly steering committee meetings, project status meetings, SLA KPIs reporting, etc.

#### TECHNOLOGY FRAMEWORK

- For Project Management we use a combination of industry standard applications:
  - PPM applications – portfolio and project management
  - Jira project management tool
  - MS Project
  - MS Dynamics ERP applications
- We also use in-house developed applications and tools:
  - Support Central – tracking tool
  - RPG – resource planning tool

#### Staff augmentation

- We will hire, on-board and monitor performance management, learning and development, and attrition management
- Your Dedicated Delivery Manager will
  - provide you with invoicing, attendance reports, performance and disciplinary issues and trainings planning
  - act as an escalation point in terms related to delivery described in Statement of Work
- Your dedicated HR Business Partner will cover hiring, on-boarding, ramp-up status reporting, internal promotions and leaving interviews

#### TECHNOLOGY FRAMEWORK

- Recruitment tool integrated with careers portals and social networks in 8 countries covering talent pool market of more than 100 million population
- Microsoft Dynamics AX allows us to manage your staff effectively
- Our own workforce-management tool set combines both shift coverage planning as well as attendance tracking
- Our dedicated training and testing (Pearson VUE and Prometric) centres will support you with on-premise and e-learning services

## HOW WE MANAGE

With Soitron you're in safe hands. We have invested in many company and team skills, quality, and best practice methodologies and are certified with the following:



- Remote monitoring with Soitron Support Central (SC), an ITIL based tool that covers ticket management and CMDB
- This tool serves as a transparent client access portal and change request system & easily integrates with any existing service desk platform
- Our dedicated team will be fully skilled with the technology platforms to deliver
- Service Delivery is managed and based on industry best practices and in the ITIL methodologies environment with - ITIL, ITSM and Six Sigma certified specialist
- Projects are delivered based on PMI methodology with, PMP, Prince or IPMA certified specialist

## OUR CAPABILITIES

Currently Soitron Group employs Project Managers with following certifications:

Prince2
Foundation – 2 PMs
Practitioner – 4 PMs
IPMA
B level – 1 PM
C level – 1 PM
PMI
PMP – 5 certified PMs

## WHY SOITRON

### IT BUDGET OPTIMISATION

Reduce costs by up to 40% - free up internal resource, increase productivity, improve service delivery, reduce downtime and faults.

### NEARSHORE DELIVERY

Operations throughout UK, Czech Republic, Slovakia, Bulgaria, Romania, Turkey, geographical proximity, multilingual capabilities, cultural affinity, similar time zones and shorter traveling times. 5 top ranked delivery locations for offshore outsourcing based on Gartner report 2015.

### FELEXIBILITY & SCALABILITY

Managed services or staff augmentation, ability to ramp up or down, change technology skillset to suit project demands, L1,L2,L3 support, various working time options ie 24x7 services, Soitron or client managed, flexible pricing structures.

### IMPROVED SERVICE

Talented, qualified and experienced resources, highest partner accreditations and specialisations, decades of technical knowhow and service delivery, ITIL, PMP, PRINCE2, SIX SIGMA industry best practices, robust SLA'S & KPI.

### SECURITY

EU delivery operations, ISO 27001, National Safety Board and NATO Security clearance and certifications, political stability, EU Data Security.

## ABOUT SOITRON

Founded in 1991, Soitron is an IT company providing IT solutions and Outsourcing services to our clients across the globe. We are an ITIL, ISO 9001 Quality Management, ISO 27001 Information Security and ISO 20000-1 Service Management certified company, with operations throughout UK, Slovakia, Czech Republic, Romania, Bulgaria and Turkey. We employ over 650 qualified and experienced specialists from our state of the art delivery centres and technical training facilities.

Our comprehensive range of services and solutions cover:

Managed Network Services, Platform Support Services, Managed Desktop Services, Project Management Services, Managed Service Desk, Managed BPO and Staff Augmentation.

We partner with leading technology companies including: Cisco, Microsoft, Oracle, Avaya, IBM and HP to name a few. We are also a Cisco Master Unified Communications accredited company, one of only a few in Europe. Through dedication to customer satisfaction we constantly strive to improve technical excellence in our company and delivery teams, which has been recognised by clients and partners alike.

We aim to become our clients' IT service partner of choice, building relationships on quality, performance and trust. We believe our in-depth knowledge, talented resource, delivery capabilities, technology partnerships and specialisations, allow us to provide clients with the best solution to meet their business requirements, delivered with a first class service. We offer our clients a partner who is large enough to be scalable but small enough to be flexible to meet your project needs and business demands.

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## CLIENTS INCLUDE

