



It's become a cliché that the pace of modern life is getting quicker. Things that took days now take minutes, or even seconds. For businesses, this means a certain amount of stress.

It means competition from unexpected places. It means encountering imitation products before you get to market rather than years after. It means aiming for moving targets rather than fixed goals. And it means taking on a new mind-set.

The enterprises that thrive in this new world will feel comfortable in this place.

They will build virtual teams with low overheads. They will innovate and collaborate to stay ahead. They will embrace technology.

They will see all of the above as opportunity.

The companies that succeed in this environment will be distinguished by a single attribute.

## Agility

# Welcome to TEC I.T.

# WELCOME TO TEC I.T.

## History

TEC I.T. is a team of highly skilled and experienced consultants specialising in business intelligence solutions, software development, mobile applications and bespoke solutions. Established in 2004, it has grown significantly due to an expanding client base and became a limited company in 2009.

## Growth

Leading companies are increasingly adopting new technologies such as business analytics on mobile devices. This demand, combined with our excellent product quality and customer service, has driven our increase in turnover for the past four years.



## Philosophy

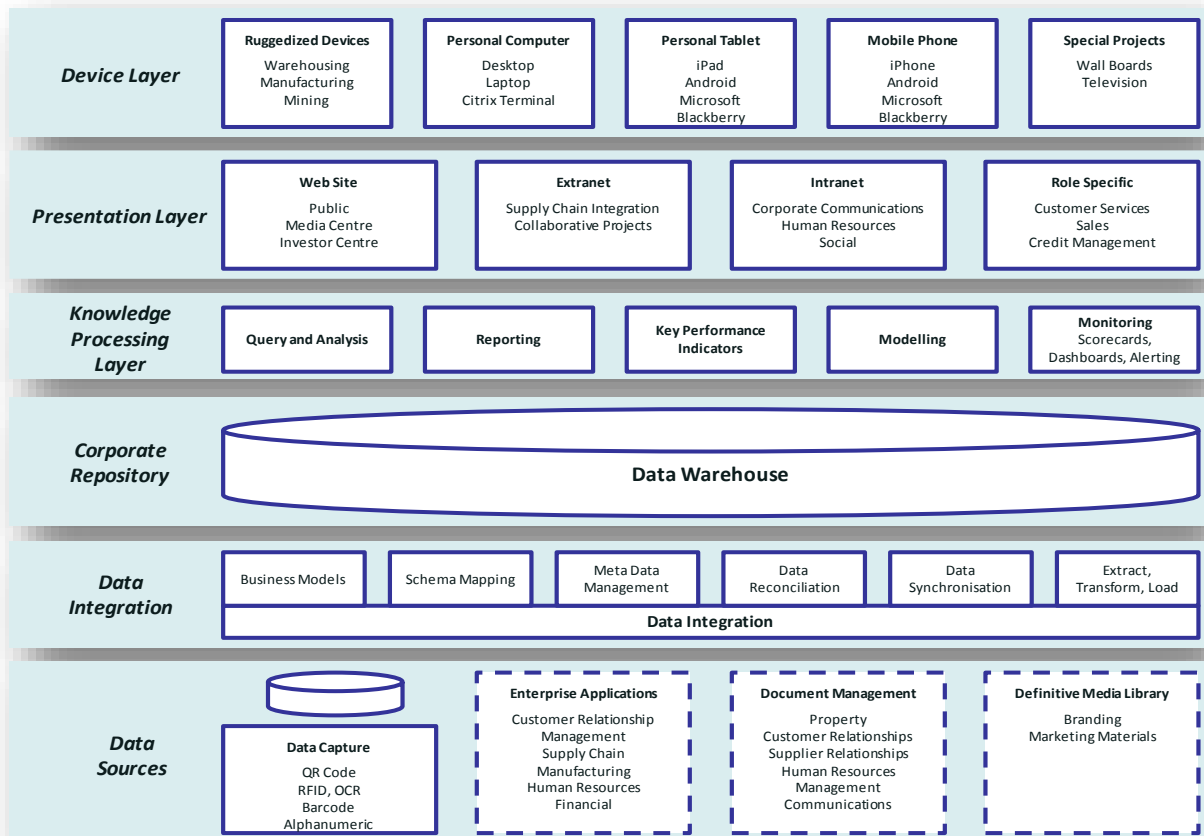
- **Specialists in Business Intelligence and Mobile Applications:** Our clients develop competitive advantage, business agility and efficiency through investment in TEC I.T. technologies.
- **Highest Calibre Consultants:** Our developers are outstanding. They have over twenty years of experience of developing solutions for mobile platforms.
- **Tailored:** We select individuals and teams who fit into the client's culture and deliver the right results in the right way.
- **Flexible:** Our staffing model is flexible, from single consultants to teams, part-time or full-time, depending on the needs and internal resources of each client.
- **Client Ownership:** We work closely with the leadership teams of our clients and ensure they truly own the outcomes.
- **Cost Effective:** Our variable delivery costs and low overheads enable us to provide our services at a very competitive rate.

*Attaining business agility through mobile technologies*

# CLIENT SOLUTIONS

## Business Intelligence

TEC I.T. delivers business intelligence solutions to the desktop and mobile devices.



## Mobile Applications

TEC I.T. builds bespoke mobile applications on behalf of our clients incorporating:

- Device independent and responsive user interface
- Interactive business intelligence solutions
- Presentation of documentation
- Bespoke calculation algorithms
- User friendly data collection

Our mobile applications are delivered through the Apple App Store, Google Play, Windows Phone Store and BlackBerry App World.

*Attaining business agility through mobile technologies*

## CLIENT REFERENCES

### Intertek – Mobile Business Intelligence

Intertek PLC is a FTSE 100 company and a global provider of laboratory testing, research, inspection and consulting services for global industry, markets and institutions. TEC I.T. was commissioned by Intertek to produce a business intelligence, mobile media application on the chosen technology of Apple's iPad.

TEC I.T.'s solution is now used in 1000 laboratories across 105 countries around the world.

### ITV plc

ITV is the oldest commercial television network in the U.K., having begun broadcasting in 1955 employing over 4,000 staff worldwide within its three business segments: Broadcasting, Global Content and Online.

TEC I.T. was commissioned by ITV to produce a powerful mobile media application on the chosen technology of Apple's iPad. Our technical experts, in combination with ITV's multimedia know-how, produced 'The Atrium' - a concept that encompasses everything that ITV wanted from its future-proof mobile information platform.

### Punch Taverns

Punch Taverns is the U.K.'s highest quality, most trusted and best value leased pub company with a portfolio of around 5,000 pubs nationwide.

Our consultants have been providing services to Punch Taverns for the past 8 years. Covering every aspect of the pub company operations we have delivered many applications, including:

- Punch Information Portal – a business intelligence portal
- Business intelligence solutions for profit KPIs and debt management
- The Orange Tree intranet
- Mobile calculators for Business Development Managers including
  - Interactive P&L Forecasting
  - Rent evaluation models
- Activity trackers for acquisitions, recruitment, invoice approvals and more
- Data maintenance functions for product price lists

***Attaining business agility through mobile technologies***

# CLIENT REFERENCES

## Manchester City Football Club

Since 2008 Manchester City has become one of the world's richest football clubs and has set about establishing itself among the sport's elite. To achieve this ambition, the club is in the process of creating a team made up of top class players from around the world.

Under "The City Way" project, the club's business operations needed to become as slick as the team's play. TEC I.T. provided the development team, redesigned the systems and reduced the previous five databases to two new streamlined databases.

The club's current systems contain data on topics including:

- Match and season ticket sales
- Retail and hospitality
- Sponsorship and conferencing
- Stadium entry

Using Microsoft SQL Server Integration Services packages TEC I.T. merged the data from the various old systems to the new, giving the club access to operational information in one integrated system, resulting in a speedier and higher quality service to their customers.

## Spirit Pub Company

Spirit Pub Company's aim is simple - to be the U.K.'s best managed pub company, that's best for Guest, Team and Investor. Their team currently operate 800 high quality branded pubs nationwide with over 16,000 dedicated employees, delivering exceptional guest experiences in their market leading brands such as Chef&Brewer, Flaming Grill and Fayre&Square.

TEC I.T. consultants have been providing services to Spirit Pub Company for the past three years covering every aspect of the managed pub company industry by designing and developing the following systems and applications:

- Staff accommodation solution
- The Knowledge Box (business intelligence portal)
- Advanced booking system
- Labtak/GOSH
- SUMO
- Data extraction

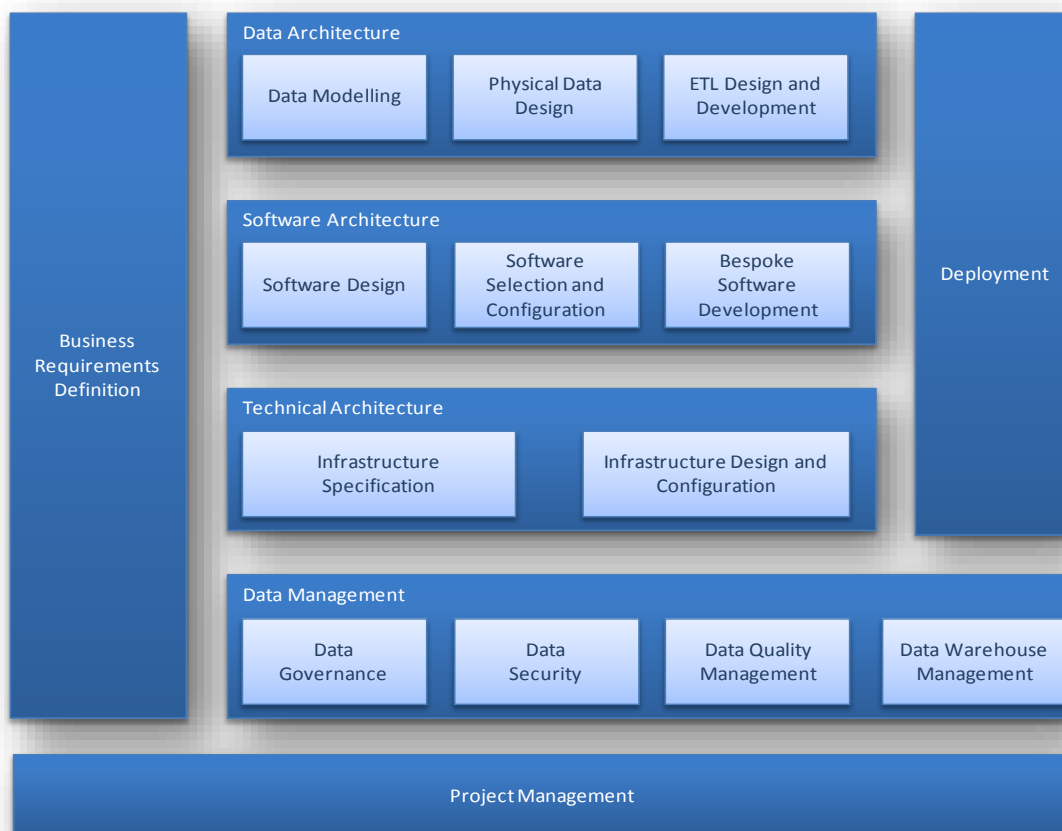
# METHODOLOGIES

## Project Approach

To create long term sustained success for clients, the TEC I.T. project approach considers the following areas:

- Definition of the overarching business requirements
- The data to be sourced, stored and utilised
- Selection of software tools and techniques – whether off the shelf or bespoke developments
- Implementation of information technology infrastructure upon which the data and software can reside
- Project management

TEC I.T.'s approach has been developed through extensive experience of the practical application of leading methodologies, including the Kimball Lifecycle Methodology.



*Attaining business agility through mobile technologies*

# METHODOLOGIES

## Project Management

Whilst using strong methodologies to manage risk effectively, we also recognise the need for speed and agility and have consequently adapted project management approaches accordingly.

We utilise a hybrid approach drawn from leading practice methodologies - Managing Successful Programmes (MSP); Association of Project Management (APMP) and PRINCE 2.

In summary our management approach includes:



We believe that this approach will successfully deliver client projects, providing structure and organisation, maintaining flexibility for change, and exercising control over key risks.

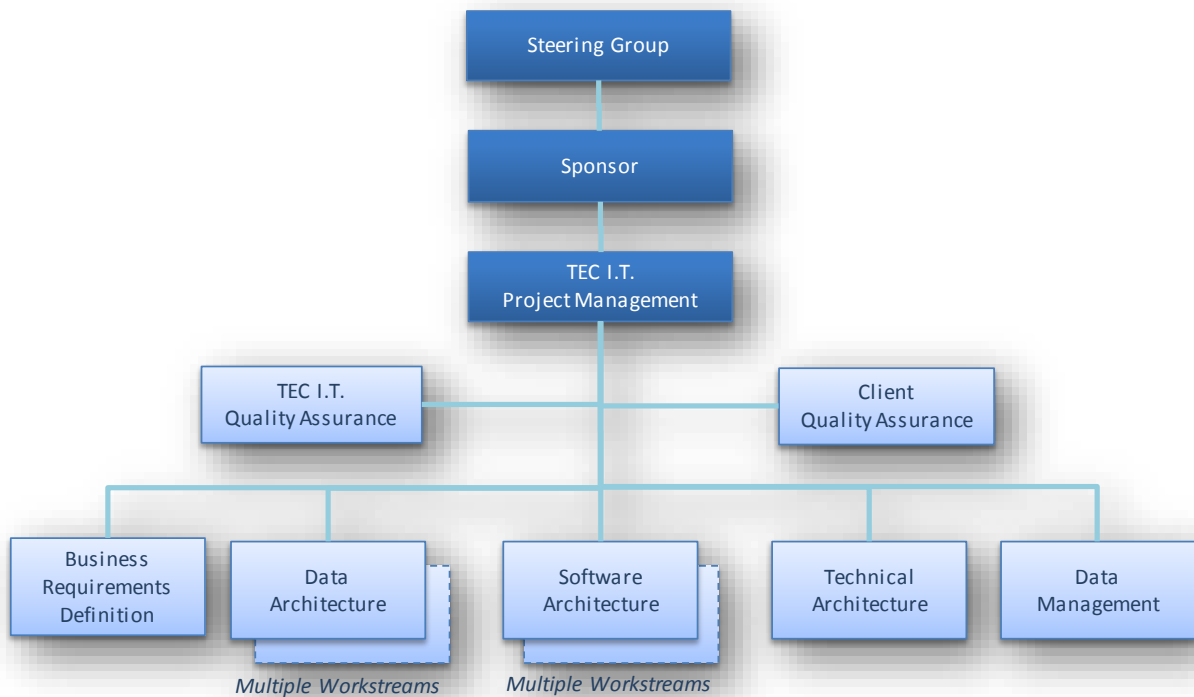
# METHODOLOGIES

## Project Structure

Our assignments are structured to create:

- Focus on stakeholder engagement by fully engaging experts from all areas of the client that are affected by the project
- Short delivery cycles that can deliver quickly and efficiently
- Utilisation of knowledge and expertise from both TEC I.T. and client teams
- Highly effective core project management processes
- Independent quality assurance from both TEC I.T. senior managers and client teams
- Strong project governance and cost control

A typical project structure is set out below:





# METHODOLOGIES

## Phased Delivery

We strongly recommend to clients that we adopt a phased delivery for a project. This approach has the benefits of:

- Building confidence as components are delivered quickly
- Avoiding the project becoming bogged down through extended business analysis
- Managing impact on client senior management
- Client retaining control over scope and expenditure
- Improved project resource utilisation

The chart below shows a typical project timeline. As can be seen, several workstreams can be run concurrently.



Before any detailed work is started, it is necessary to gather high level business requirements to assess the scope of the overall project and to determine the number and size of individual workstreams. Once the workstreams have been agreed, they can be launched as overlapping phases – depending upon authorisation to proceed and the level of resources approved.

# METHODOLOGIES

## Support and Maintenance

TEC I.T. takes great pride in the level and quality of support it provides to clients. The high quality service is aimed to provide users with both the confidence and assurance that they have a team of people behind them to provide help and support where required.

Support is provided from the TEC I.T. support desk to suitably trained users and standard features include:

- First line telephone support and guidance via the support team
- Second line support from the consultancy / development team as appropriate
- Fast response support via remote diagnostic links
- Interactive on line support via Skype (Web Application)
- All support calls prioritised and users provided with target response times
- Regular support review meetings provided free of charge
- Regular account management meetings provided free of charge

Software support is underpinned with clear priority levels for fault reporting and incorporates an escalation process.

We have an exemplarily record at supporting our client base and we are always keen for prospective clients to discuss with existing clients how they feel and value the support provided by us to them.

If the standard maintenance contract does not meet the service needs of a client then we will be happy to negotiate additional coverage and ad-hoc support.