

Demonstrated capacity to deliver an outcome that will meet current and future business requirements

## Case Study

# The Telco

### Ergo delivers and supports a Solution Framework

One of Australia's largest and best known telecom companies engaged Ergo, in 1999, to develop a solution to support the provisioning of a new product that was being introduced to rural Australian subscribers. Ergo's solution managed the progress of a ticket from the point of sale through to customer activation — interfacing with the telco's Customer Service Representatives, Sub-contractors, Finance, Logistics and Supply Chain operations.

On Ergo's recommendation, that core application has since been redesigned and re-deployed as a solution framework to support several other products in the company's portfolio. Over the last eight years, Ergo has been continuously engaged in the deployment and support of new permutations of the solution, helping the telco consistently achieve its business objectives.

Ergo's solution currently helps the telco manage the commissioning and installation of new telephone lines, wireless broadband connections, satellite connections and various other products and services on offer across Australia. A spin-off application also maps trouble tickets across Australia, providing cues that help allocate resources, more efficiently, to problems in a particular geography. Ergo's innovative solution has allowed the telco to respond quickly, to challenges, opportunities or 'environmental' changes (ie. regulated shutdown of the CDMA network).

At the client's request, over the last ten years, Ergo has maintained a team of developers and support personnel on-site, to support the solution. Ergo's team works closely with the telco's Service Delivery teams to support the Product Management streams. In addition to on-site support during business hours, Ergo also provides off-site and out-of-hours escalation capabilities that has allowed the client to respond quickly to emerging circumstances. Ergo's team at the telco has also been periodically scaled up, or down, to cater to the client's requirements.

Ergo's continued engagement with the telco is indicative of the company's ability to future-proof solutions and its capacity to deliver outcomes to a high standard and within defined timeframes.

## Ask Yourself:

- Will my business evolve and be challenged?
- Will my business requirements change?
- Will my investment in technology stay aligned with my business?



“The key to successful software development is bridging the gap between understanding business requirements and the ability of developers to create applications. Business leaders know what their business needs to be successful. Traditional software development methods have often fallen short in their ability to deliver valuable software in time and on budget with only the functionality that’s valuable and all the functionality that’s needed.”

# Agile Software Development



## Manifesto for Agile Software Development

We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:

Individuals and interactions over processes and tools

Working software over comprehensive documentation

Customer collaboration over contract negotiation

Responding to change over following a plan

Ergo’s highest priority is to satisfy our customers through timely and consistent delivery of valuable software. That’s why we invest substantial time to understand the required business outcome.

To help us deliver exceptional software solutions, Ergo embraces The Manifesto for Agile Software Development ([www.agilemanifesto.org](http://www.agilemanifesto.org)).

This means that we employ an Agile approach to the design, development and delivery of business applications. At their core, Agile methodologies are about values and culture and placing people at the centre of the solutions we develop. Our Agile approach means:

- Our highest priority is to satisfy the customer through delivery of valuable software.
- We deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter time scale.
- Working software is the primary measure of progress.
- Continuous attention to technical excellence and good design

Ergo recognises that the effective use of software is related to the empowerment of the people who depend on and use it. It doesn’t stop at the completion of the code. The need to facilitate training and education workshops involving the stakeholders and users is particularly important to ensure that applications are widely adopted and changes in behaviour are successfully facilitated.

The team of professionals at Ergo have the competencies and industry experience to design and deliver outcomes for a range of business needs.

Our speciality is delivering browser based business applications based on a central database. We frequently help our clients move away from a proliferation of spreadsheets and Access databases which have evolved to become business critical applications.

## Ask Yourself:

Am I happy with the ROI I’m getting from software development projects?

Are my staff un-productive because of poor software usability?

Am I trying to manage my business through Spreadsheets and Access Databases?

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