



Governance



Risk Management



Cost Control



Supplier Management

amsphere



“As the business community strives for speed to market in an increasingly competitive global environment, software and system quality, risk management and the right governance are more important than ever.”

Lord Vallance of Tummel, Chairman, Amsphere Limited

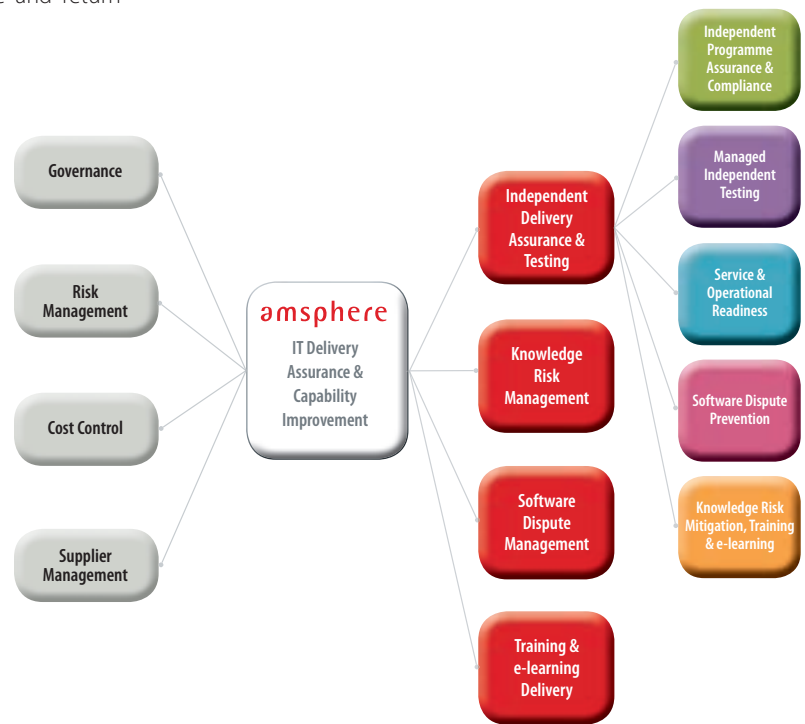
amsphere

Delivery Assurance Specialists

Our inspiration comes from helping organisations manage projects and third party suppliers efficiently and effectively. Our success comes from improving governance and reducing the risks, timescales and costs that burden many projects. Our satisfaction comes from the knowledge that we deliver real value and return on investment.

Based upon our proven methodologies, expertise, approach and our blend of onshore and offshore services, we ensure the delivery of projects that make an immediate and positive impact upon your business.

We extend the same levels of commitment and service to all our clients irrespective of size.



Independent Delivery Assurance & Testing

Our Independent Delivery Assurance and Testing service comprises five key areas, each of which help projects and programmes meet time, cost and quality objectives:

Independent Programme Assurance & Compliance

A range of tools, best practice and resources ensuring compliance to your quality standards by third party and internal teams.



Managed Independent Testing

Skilled and flexible resources provide a full range of testing services as well as advice and support to companies in the selection, use and management of performance, automation and defect management tools. All backed up by our Comprehensive Application Assessment and Testing Methodology (CAAT™).

Service & Operational Readiness

Focusing on service introduction throughout the project lifecycle, we ensure non-functional requirements are defined, operational support services are designed, SLA's are implemented, processes are documented and training is completed – all confirming an IT change is ready to be implemented successfully.

Software Dispute Prevention

A full RFP, contract schedule and acceptance criteria review, ensuring third parties are held to account and that it is clear what needs to be delivered and how success is defined. Where required, expert assisted re-negotiation is available using our extensive panel of experts.

Knowledge Risk Mitigation, Training & e-learning

Use of our Knowledge Transition Management (KTM™) methodology to assess and mitigate the risks surrounding the transition or distribution of knowledge from project teams or third parties, backed up by our training and e-learning service to create learning content and track the execution.

Knowledge Risk Management

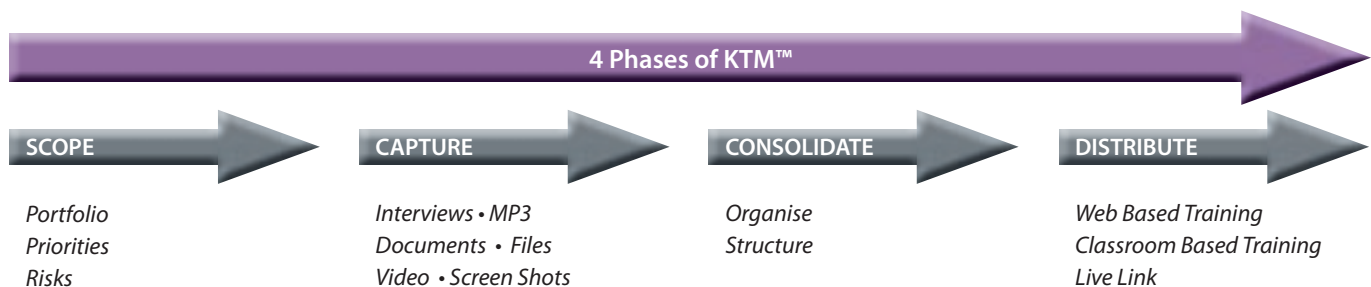
Amsphere's revolutionary KTM methodology and toolset successfully manages complex change processes and mitigates the risks surrounding the transition and distribution of knowledge.

KTM helps organisations to quickly realign any type of knowledge and provides solutions where:

- Systems are mostly undocumented or documents that exist are out dated
- There is a heavy dependence on one or more key individuals who possess most of this critical knowledge
- A knowledge gap exists in many areas due to staff turnover or use of temporary staff
- There is unorganised or inaccessible documentation
- There is an unquantifiable risk and no knowledge of how to reduce it.



The four phases of KTM provide a structured method of identifying, collecting and distributing knowledge. This provides a proven, practical approach to knowledge transition and knowledge risk management.



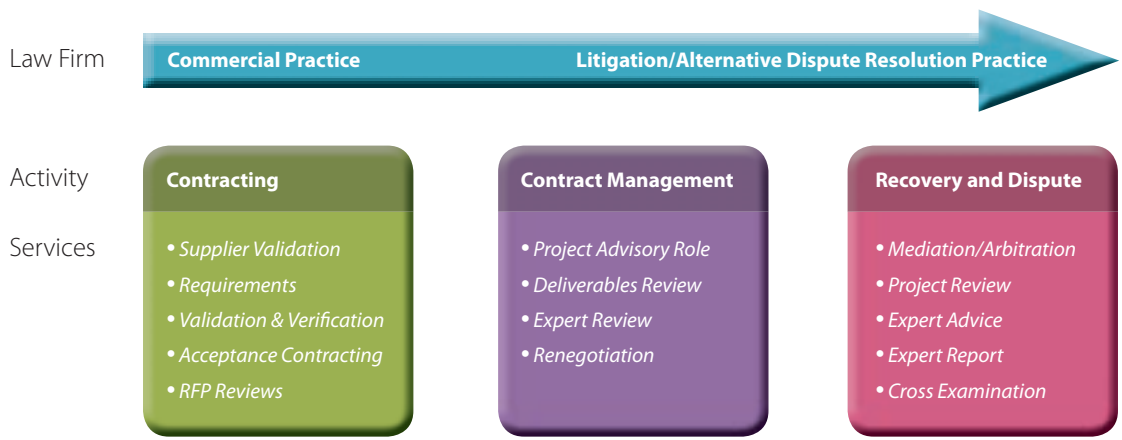


Software Dispute Management

Amsphere provides a complete software dispute service, from procurement and contract advice through to delivery reviews, dispute litigation and resolution. Our network of distinguished experts can spend time with you independently reviewing your contracts and projects as advisors, or if required, building a case for litigation.

The key areas of Amsphere's approach are:

- A risk assessment identifying, quantifying and prioritising delivery related risks
- A risk-managed approach to vendor management
- Recovery of value from failing projects, whether through partnerships or by confronting poor performance and supplying 'recovery' teams
- To quantify and measure the value delivered and contrast it with conventional earned value or project cost based measures
- Providing a tailored team of professionals with software delivery, technology, project management, litigation support, forensic investigation and legal skills.



Training, e-learning and Delivery

Amsphere provides a full range of training services aimed at making your workforce more productive and knowledgeable. Our courses are based on real world experience not classroom theory, meaning the training that your staff receive is precisely matched to the job they do.

Our classroom courses are generally not offered as public sessions but are specifically tailored to the needs of individual clients and class sizes, with the courses being delivered at our head office in London or at the clients' site.

We also offer a full range of e-learning courses. These enable individuals or companies to study for their vocational qualifications in their own time. Full support is available for students through our online forums and through the support of trainers.



Markets

Retail Sector

When it comes to PoS refresh, PCI compliance, Self Service Checkout, HR implementation, internet shopping or even new enterprise architecture, leading retailers use Amsphere's testing expertise and retail knowledge to help identify and mitigate the risks involved in delivering these complex projects.

Financial Services Sector

Regulatory changes have increased the importance of having systems that work and deliver quality. Amsphere can remove the worry of testing, whether it's a front, middle or back office system

and prevent fines for non-compliance or loss of money and clients due to poor systems.

Public Sector

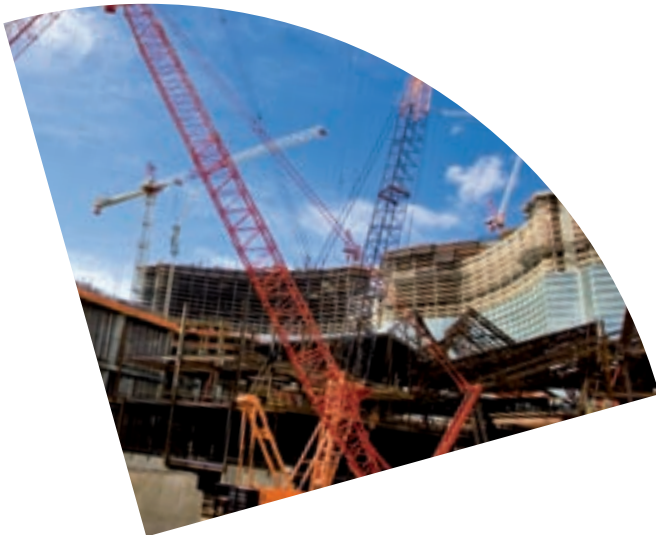
Government organisations are coming under increased scrutiny over the services they deliver to the public. Amsphere understands the issues associated with this market and through its proprietary methodologies CAAT and KTM helps the public sector to implement IT projects on time and on budget.

Power and Utilities

Deregulation and the introduction of SMART metering are challenges that must be met by the utilities industry. Amsphere provides testing and validation services from desktop packages, customer portals and billing systems, through to complex enterprise wide systems.

Manufacturing

Manufacturers are coming under increasing pressure from the new global market place. Low cost competitors make it more important than ever that organisations invest in IT to provide quality metrics and data. Amsphere provides a range of services to help manufacturers verify, validate and test systems and software, enabling them to maintain and sustain competitive advantage.



Our People

All of our staff play a key role in representing Amsphere and are an authority on all aspects of assurance throughout the project lifecycle.

Whether deployed as individuals, a team, or as a fully managed service, they are all supported by our management processes and methodologies ensuring that customers enjoy the highest quality of service while receiving the flexible resourcing that they require.

No-one else in our field matches our combination of management expertise, skills and intellectual application guaranteeing client satisfaction.



Amsphere

Amsphere was born out of a management buyout of the Rebus Group in April 2002. Since then the company has continued to expand both organically and through acquisitions in the UK, India and Singapore. The Amsphere Group currently numbers over 800 staff, located around the world.

Amsphere chooses to make a difference

Amsphere's staff and management are passionate about corporate and social responsibility (CSR). As an organisation, we choose to make a difference in the society in which we live. We believe it is the responsibility of both individuals and the business to give back to those in need. As individuals, we do this in our personal time and as an organisation, we give part of our profits towards meeting our CSR goals.

In an effort to play our part and combat climate change, Amsphere is a Carbon Offset Partner.



Our Vision

We excel at creating the best opportunities for our customers and our people.

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