

We know what it takes to develop your ideas into exceptional technology

Get more from your technology. Take a fresh approach

Your business objectives can create complex, even ambitious, technical demands. We present a different way of helping you transform your goals into practical technology.

We take on much of the responsibility for managing your project and its outcomes, using our own dedicated team of consultants. As a result, you get a better solution, delivered reliably with tangible business benefits.

In return, we ask for sufficient control over our work and how it should be delivered. This is the basis on which our reputation is built and our success is judged.

Our team is your team

It takes a diverse set of skills, experienced project management and the right way of working together to deliver your financial technology successfully.

Our **project manager** works with your project sponsor from day one. They lay out your business requirements, define your project's scope and set achievable milestones. They also challenge assumptions and anticipate any barriers.

Often, they need to work with stakeholders throughout your organisation and gain their buy-in. We appoint a project manager with both the technical ability and interpersonal skills to integrate with your staff. They are supported by our **business consultants** who lend their knowledge of asset classes and quantitative skills.

Every project is closely monitored by a **RiskCare director**. They liaise with your senior management to agree on governance and oversee how your project is managed. They also maintain the required level of stakeholder participation and intervene when issues arise.

Once your goals have been agreed, we choose the consultants and methods best suited to meet your schedule. Leaving us to look after your technology gives you more time to focus on running your business.

You say what, we say how

Every project needs a different set of skills. Among our full-time consultants, we'll find an expert with the right skills for your needs. This might be experience in a particular programming technique, financial discipline or specific software application.

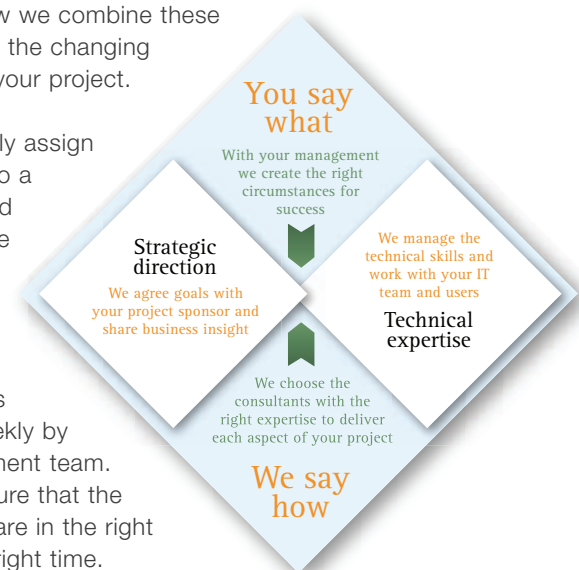
What makes our approach different though is how we combine these skills to meet the changing demands of your project.

Firstly, we only assign consultants to a project as and when they are needed.

Secondly, each staff assignment is reviewed weekly by our management team. They make sure that the right people are in the right place at the right time.

Thirdly, all relevant factors are considered before we assign a consultant to a project. This starts with their depth of experience and their technical, interpersonal, financial and quantitative skills. Then we review any client-specific knowledge or relationships, striking a balance between flexibility and continuity.

Finally, we always keep a number of consultants between assignments, making them available to bring onto new or existing projects without delay.



We work in a more flexible, personal and open way than a typical consultancy

Delivering projects your way

Every project is different, so we work as flexibly as we can.

Practices and procedures

We'll either embrace your choice of project methodology or, if you prefer, recommend the most appropriate methods to meet your objectives. We routinely work with 'lifecycle' or 'waterfall' methodologies (such as PRINCE and UML) and 'iterative' processes (such as Agile and RAD).

Pricing

We provide solutions to meet your budget, whether you prefer a fixed, guaranteed price or flexible, variable costs. Sometimes, a combination of both approaches is best.

Onsite or offsite

Normally, our project teams work alongside your own people at your premises, especially when access to your infrastructure and key decision makers is required.

Alternatively, we can work from our offices in the City of London.

Support

All the technology we develop on your behalf is owned by you. If you want, we'll transfer all knowledge when the project ends, along with full training and documentation.

We can offer maintenance and technical support, covering bug fixes, upgrades and enhancements. For a more responsive service, we can tailor a Service Level Agreement; either working onsite or remotely, during business hours or 24/7. We offer front line application support, operational support and third-line diagnostics.

Quality standards

While we maintain our own procedures for quality assurance and testing, we're happy to comply with any coding and technology standards you might have.

Managing our people

We look after our clients by looking after our people.

Developing skills

Our ability to deliver superior results means attracting, developing and retaining the right people. All of our staff are employed on a permanent, full-time basis and we invest continually in our skills to provide greater insight for our clients.

Our staff are encouraged to develop and share their experience with other consultants. Regular in-house seminars give time for discussion on the latest technical and business concepts.

Staff motivation and remuneration

We recognise the personal contribution made by our consultants and the difference they make to our clients.

Rewards are based on clearly defined bonuses and project-related goals, ensuring the same objectives are shared by our consultants, company and clients.

Technology as a profession

By creating benefits for our clients and revenue for us, our consultants develop their technology skills as a specialist discipline in its own right. We believe technologists should be recognised as a driver of revenues for their company, rather than a cost centre.

When consultants are assigned to a new project, we ensure they have the necessary skills to add value immediately. Providing our consultants with fresh project challenges also extends their knowledge of financial techniques and technologies and this gives them the background to offer new ideas.

In return, our consultants reward us, and our clients, with their professionalism, motivation and long-term commitment.

Effective project governance minimises project risks and leads to a greater return on your investment

Technology is just the start

We don't want your technology to just look good on paper, but to excel in practice. To get there takes foresight, perseverance and effective project governance.

A return on your investment

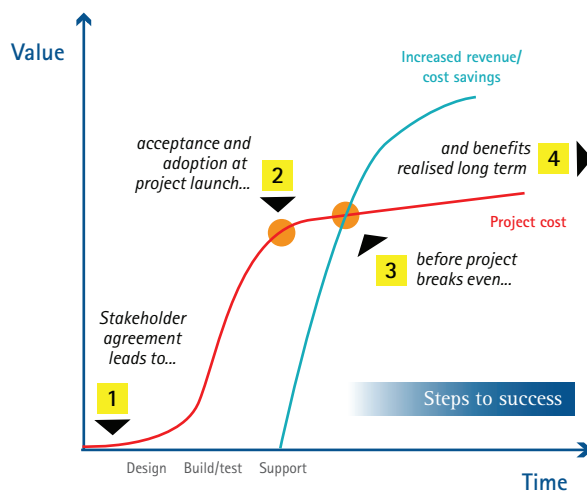
Every IT project should deliver a financial benefit that justifies its cost. A system must be fully operational before it can generate revenue, reduce overheads or mitigate risks.

We look at each project as a whole and focus on the results you want to achieve. To get the most out of your technology you might need to make changes in your organisation. If we think this is the case, we'll make constructive recommendations. Knowing what to expect and preparing for it is as important for us as it is for you.

Laying the groundwork

One of our directors works with you to establish a suitable framework for managing your project. We agree on practical ways to work together and help generate the right circumstances for a successful outcome. These include:

- a clear understanding of roles and responsibilities, between you and RiskCare at all levels
- agreement from your stakeholders on their commitment, budgets and expectations
- the right level of planning, choice of methodology and how frequently progress should be reported
- a suitable team structure, including any steering committees and specialist development groups
- a forum to manage risks, assumptions, issues and dependencies.



Transparent and inclusive working

Regular progress reports are important if milestones are to be met. But a close working relationship, built on trust and communication, is more likely to overcome any project challenges quickly. If we think something won't work, we'll tell you. If we can find a better way to deliver your project, we'll share it with you.

We involve your IT team and business users from the beginning. We engage them in key decisions and aim to build consensus. This leads to increased support for your project and technology that is more readily adopted when it's launched.

RiskCare: a fresh approach

To learn more about our experience and services, visit www.riskcare.com, call us on + 44 (0)20 7489 2900 or email enquiries@riskcare.com.

