



Driving high performance and
cost effective solutions

Professional Services

Ensuring Absolute Customer Success!

Albia® Professional Services



Introduction

Albia® provides a broad range of business and technology services that deliver real business results. With headquarters in Sarajevo (Bosnia and Herzegovina) Albia® covers many private and public sectors in different countries by bringing innovative and agile solutions delivered by top consultants through our specially designed agile consulting methodology.

Almost every of our successful enterprise customer, at some point in their evolution, gain a greater magnitude, and demand a focused level of support that goes beyond the normal levels of attention. The solution is to have Professional Services with an Account Team that can:

- ✓ Central relationship managers that correctly set and consistently fulfil customer expectations
- ✓ Internal and external resources coordination
- ✓ Design and delivery of integration solutions
- ✓ Ensure absolute customer success

Albia® Professional Services provides various support services to its existing customers. Our specialists will be able to assist you with many aspects of your IT infrastructure, at any stage of your project, system, or software lifecycle.



“By establishing long term partnerships, we work towards the success of our customers”

Albia® Professional Services Mission

Albia® Professional Services main mission is to ensure customer success. That’s why we leverage business integration expertise to help our customers and partners become more self-sufficient in achieving, sustaining, and growing business results using Albia® solutions.

Albia® Professional Services consists of ever-growing number of best in the region IT specialists, each unique and skilled in a specific area. With special skills in consulting, enterprise and system integration, software development, and business transformation, Albia® Professional Services are your ultimate partners for all your technological needs. Our customers can gain more value from their business processes and increase effectiveness of their systems by utilizing Albia® services that range from business process evaluation and technology strategic assessments to enterprise solutions. Albia® Professional Services ensures that clients’ business is highly integrated and that the technologies and people evolve to the next level of company’s success.

“Our customers can gain more value from their business processes and increase effectiveness of their systems by utilizing Albia® services”

By establishing long term partnerships, we work towards the success of our customers. Our strength is in our commitment to deliver the best services and solutions to our customers through innovation and best practices.



How we Work

Albia® Professional Services uses a proven and established framework to accomplish fast and high quality results on all client engagements. Our main goal is to ensure that the client expectations are met or exceeded through ensuring that:

- ✓ Ensure Delivery
- ✓ Maximize ROI
- ✓ Drive Competitive Advantage
- ✓ Follow best practices and standards
- ✓ All issues and risks are mitigated with a hands-on effort
- ✓ Full compliance is followed either with industrial, technological, or client's proprietary standards

Technical Account Manager (TAM)

At Albia® our main focus is getting customers into production successfully with the highest level of satisfaction. We understand all common development and integration project problems, and have a complete strategy and methodology in place that can ensure our customers achieve the expected results and Return on Investment (ROI) with their implementations.

Coordination of the activities and technical needs of multiple independent projects is best provided by a central body which owns your infrastructure and acts as a service bureau. The following skill sets are absolutely critical for the success of your project:

- ✓ Strong Program Management
- ✓ Strong Change Management
- ✓ Strong Technical Architecture
- ✓ Strong Developer Mentoring

Implementing best practices requires on-the-job mentoring and coaching to really understand how they can be applied in your environment, while simultaneously bringing your team up to speed. With successful planning, design, and implementation our customers can truly see the enterprise-wide adoption of integration solutions.

Albia® Technical Account Manager (TAM) is your central point of contact during your projects. TAM not only provides you with all answers about your project, while being present at your site¹, lead the project, meet the targets, ensure sufficient resources are allocated, and monitor and resolve any organizational issues.

Account Management Processes:

- ✓ Relationship Management
- ✓ Solution Design & Delivery
- ✓ Account Expansion



Albia® TAMs are highly trained IT specialist with many years of industrial experience that can work with all technical and business stakeholders. TAM not only knows how to best handle your projects, but also does that in the best possible way while following our methodology and world class standards.

¹ **Please note:** this option is currently available only for European and Middle East customers.

Having an Albia® Technical Account Manager will mitigate all project problems, while keeping you informed on a daily or weekly basis, provide your organization with Albia® best practices, advise you on project development and technology, ensure the work is done within agreed SLAs (Service Level Agreements), and make your long term relationship with Albia® an enjoyable and beneficial experience!



Technical Account Manager Deliverables

With the standard Albia® Technical Account Management Service Offering, the following deliverables can be expected:

- ✓ Organization Success Plan
- ✓ Architecture Documents
- ✓ Technical Design Documents
- ✓ Environment Configuration and Operations Manuals
- ✓ Production Deployment Plans
- ✓ Implementation Project Plans
- ✓ ROI Analysis
- ✓ Offshore Methodology
- ✓ Training Plans
- ✓ Albia® Best Practices Workshops
- ✓ Product Roadmap workshops
- ✓ Technical Issue Reporting and Management
- ✓ Weekly Status Reports

Architectural and Technical Guidance

- ✓ Architecture leadership for the creation of the logical and physical architecture
- ✓ Architecture design review, validation and certification
- ✓ Full technical designs
- ✓ Workshops for best practices
- ✓ Technical knowledge transfer to your internal organization

Program Management

- ✓ Planning and coordination of the various integration initiatives
- ✓ Detailed project plans, incorporating best practices and the latest Albia® product knowledge
- ✓ Return on investment analysis
- ✓ Presentation and communication of integration value throughout the organization
- ✓ Roles and skill sets required to make an integration competency center run smoothly

Customer Advocate

- ✓ Escalation technical service requests as required
- ✓ Assistance in the onsite troubleshooting of issues
- ✓ Direct liaison to Albia® product development and technical support experts
- ✓ Communication with application vendors on your behalf
- ✓ Conduit for networking and sharing best practices with other Albia® customers
- ✓ Ownership of all client customer care issues, driving quick resolution

Exceeding Our Clients' Expectations

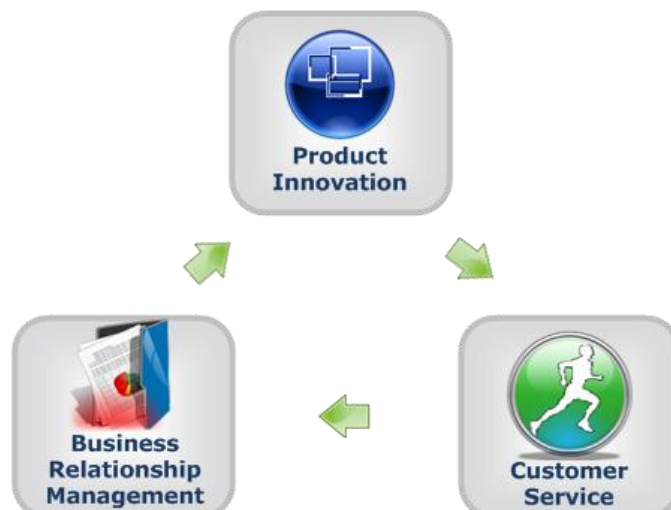
Albia® Professional Services are committed to deliver highest quality of service oriented on the success of our clients' business goals. By establishing and then maintaining our clients' goal of conducting business in a manner that improves quality, obtains higher yields, faster throughput, and less waste, we make things to go fast and smooth, and we deliver tailored solutions to best suite our clients' needs. Albia® monitors the standards of service delivery and constantly aligns them with clients' expectations. Our goal is to release the business and technological potential of our client, and to take them to the next step of success.



Professional Services Core Values

- ✓ Agility
- ✓ Fast Delivery
- ✓ Innovation
- ✓ Competence
- ✓ Productivity
- ✓ Developer Mentoring
- ✓ Business process re-use
- ✓ IT Audit and Optimization
- ✓ Change Management
- ✓ IT Reengineering
- ✓ Strong Program Management
- ✓ IT Business Process Management
- ✓ Capacity Planning
- ✓ Knowledge Management
- ✓ Business Processes Strategy
- ✓ IT Sourcing Strategy
- ✓ Efficiency
- ✓ Cost Effectiveness
- ✓ Strong
- ✓ Strong Technical Architecture
- ✓ Escalation point for any Albia® related issues
- ✓ Quality of Service

Albia® Core Competencies





Our Expertise

Albia® Professional Services have a wide expertise across all main IT areas in private and public sectors. We provide top services at very affordable rates, bringing you experience of some brightest and highly qualified professionals. Our goal is to bring your IT infrastructure to the next level while providing clearly defined business advantages. Our philosophy is based on the following three step paradigm: Discover, Design, and Implement. Albia® Professional Services are working towards aligning business and IT goals of our customers, with experience in delivering small and large IT projects at various industries.

IT Strategy

Albia® Consulting enables customers to reach a high level of business excellence when utilizing our services and solutions focused on customer's success. We provide advises on how best to align your IT and business, develop the right IT strategy, offer assessments and IT audit, implement Business Process Modelling (BPM), conduct feasibility studies, and develop a business process strategy that fits your requirements and organization. By delivering well managed and governed IT services and solutions we allow integrating IT strategies with our customer's business model, and build a better Enterprise Architecture by utilizing current and new infrastructure.

Value Management

It is not a surprise that in today's world organisations are increasing their profits not only through acquisition of new markets, but also by developing new products and rolling out new services for their existing market. Albia® Consulting enables clients to maximize their profits by developing and delivering new products and services fast and straightforward. In order to meet customer demand and to develop agile infrastructure where new products and services are created without compromising the quality, Albia® Consulting has a proven model where IT is clearly aligned with accounting strategy and business objectives.

24x7 Helpdesk

Albia® provides 24x7 Online Support, which includes assistance, access to our technical resources, help on all levels, and technical guide for all your queries.

- ✓ 24x7 Support
- ✓ Online assistance
- ✓ Dedicated technical engineers
- ✓ Professional Services support

Get in touch with our help desk today by logging at www.albia.biz

Training & Certification

Albia® provides industrial certification for Testadon that will help you to demonstrate your competency, dedication, and high standard of knowledge within software testing and Testadon.

- ✓ Testadon Associate
- ✓ Testadon Architect

Albia® conducts regular training courses, as well as on demand trainings at customer site.

Professional Services

Albia® Professional Services main mission is to ensure customer success, which is why we leverage business integration expertise to help our customers and partners become more self-sufficient in achieving, sustaining, and growing business results using Albia® solutions.

About Albia®

Albia® provides a broad range of business and technology services that deliver real business results.

Being an independent software vendor and IT services provider, we deliver innovative software platforms and integrated enterprise systems. By establishing long term partnerships, we work towards the success of our clients in Europe and the Middle East.

With headquarters in Sarajevo (Bosnia and Herzegovina) we cover many private and public sectors by bringing agile solutions delivered by top consultants with specially designed methodology. Our proven technologies and solutions help our customers to grow, be competitive, and get to the next level faster!

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