Infomentum
> Making change work

INFOMENTUM
ENGAGEMENT FRAMEWORK

Evolve successfully through digital transformation

OUR PROCESS

1

BUSINESS
STRATEGY

RAPID
PROTOTYPING

DIGITAL
ACCELERATION
FRAMEWORK

PROBLEM /
OPPORTUNITY

IDEATION

VISION AND
OBJECTIVES

2

SPRINT
ZERO

SCRUM
DELIVERY

MANAGED SERVICES

3

CONTINUOUS
IMPROVEMENT
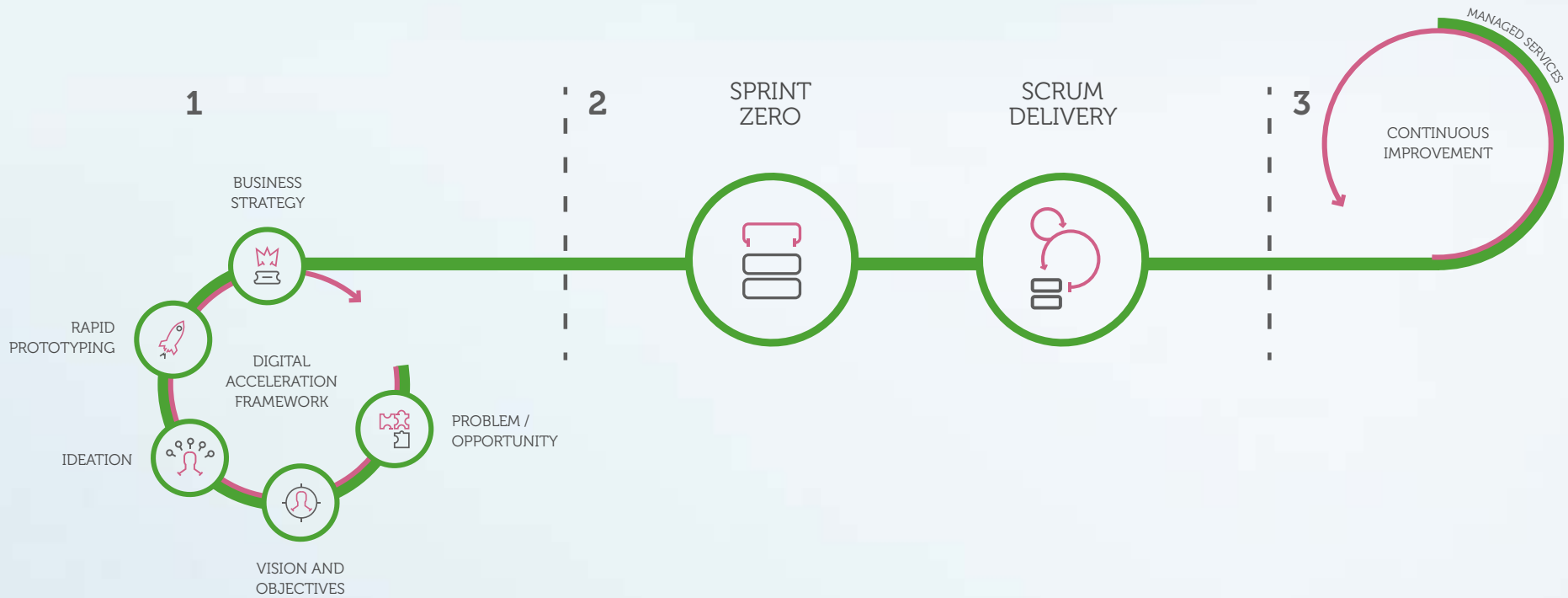
Infomentum has a clear framework in place to help your business change as smooth as possible. Your business is unique, so the process can be tailored to fit you. You can use just one area, move forwards or repeat a step as you see fit – we're flexible! We're experts at **making change work.**

Digital Acceleration Framework

PROBLEM AND OPPORTUNITY

The key first step we take is talking to you to understand the problems you want to solve. We will explore the opportunities you will gain by solving them, and find the easiest and most manageable solutions to get you on the road to digital transformation, at a pace which suits you. This will be a series of informal conversations, either face to face or over the phone.

VISION AND OBJECTIVES

Every business needs a vision – it's what we'll use to understand where you want to be. Along with key stakeholders, we'll create this together. We can then design the ideas generation workshop that is right for you. Already have a vision for tomorrow? Great! We'll work with what you already have.

IDEAS GENERATION

Ideas generation workshops are the tool we use to help ourselves, and our clients, to innovate. We will get your whole business thinking – expect lots of post-it notes, plenty of fresh ideas and lots of team work and collaboration. As technology implementation experts, we do all of this whilst keeping technology and integration in mind – so that even when you are generating ideas, you can be sure it fits in with your digital vision.

RAPID PROTOTYPING

We'll create a technology platform and carry out rapid prototyping with you; that means taking your best idea forward, creating it on the cloud, and testing it with a small subset of users. The best ideas can be scaled up and rolled out to become your next big thing. If they don't work, you can quickly move on to the next without losing time or money.

BUSINESS CASE

We help you to test and analyse results of your rapid prototypes, so that we can create a business case and a plan to take forward to stakeholders, and ultimately prepare your organisation for the change – whatever that change looks like.
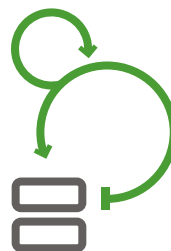
Project Delivery

No business is the same, therefore no project delivery is the same. But here's an outline of our process:

❯ SPRINT ZERO
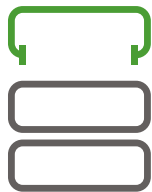
Sprint Zero is all of the preparation and discovery that needs to happen from a technical and functional point of view to get your project started and deliver your idea into a ready-to-function technology solution. It involves various tools and techniques, including customer experience journey mapping, creating user experience designs and guidelines, defining your overall requirements for the project and creating a technology plan. This is the point where we will set up your environments and prepare everything needed to get your project started.

❯ SCRUM DELIVERY

When you're ready to head into project delivery, we'll use a scrum approach to deliver your project.

We have an agile mindset, which allows us to deliver a digital platform which meets your needs, faster.

We understand that priorities change. That's why we use the scrum approach; it allows us, and you, the flexibility to learn from, and improve upon, past successes and failures.

Scrum explains how we run your project day-to-day. It involves sprints, with every sprint lasting 2 weeks. Each sprint, we work with you to prioritise your backlog of requirements, and decide what to work on first. Then, at the end of each sprint, we deliver a working piece of software for your review and feedback.

Continuous Improvement

Transformation isn't just about finishing one IT project and walking away. It is a holistic action which will continue as your business expands, your customer needs change and new ideas come along.

Continuous improvement means that you can go back to any stage of the framework and follow the same process again – from creating a vision, to coming up with new personas, generating new ideas and onwards.

Managed Services

Delivering a working digital business solution is not the end of the story.

We continue to support your solution and host for you, on cloud, or on-premise. Our managed services offering covers:

- Host infrastructure
- Monitoring of infrastructure
- Release management
- Incident management
- Problem management

- Continual service improvement
- Client services
- Customer support L1/2/3

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