

We provide IT project management, IT and project management consultancy, and quality consultancy to both the public and private sectors, and to businesses of all sizes. Our aim is to make IT and project implementation reliable and predictable, regarding duration, cost, and quality, and to deliver a continually improving service.

The following are all part of our reliable service:

- If a job or work description exists, we will respond to it and highlight where our capabilities and work to date are most relevant.
- If the work is fully scoped, we will quote a flat fee. Otherwise, we quote a daily rate which is inclusive of expenses.
- All work is normally conducted by the company director. If the work requires specialist work outside our company's experience, we will use our extensive industry contacts to sub-contract such work to knowledgeable and reliable experts. All such work will still be managed and scheduled by us.
- Provision will be made within both fixed priced and ongoing work for product review and testing, to relevant standards where applicable, and we will ensure to the best of our ability that this takes place. We will produce an overview of our approach to delivering where the scale of the work merits it (a PID for IT projects).
- The company's general approach is to use progress reports as the work proceeds, staged delivery, and product sign-off, to ensure that a customer is both aware of the extent of progress at all times, and happy with what has been produced.
- All documentation produced will clearly indicate its status (draft or otherwise) and will have version numbering and references to any source documents.
- We hold the required professional qualifications and ensure that we maintain knowledge of best practice in both project and quality management.
- We are keen to obtain feedback from our customers about all aspects of our service, and will always respond to this. If a customer has a complaint, we will talk this through, investigate at our own cost, and rework where necessary (at our own cost for fixed price work). If the scope of the work has extended beyond that originally undertaken, we will provide a full quotation in writing.