



Whilst the advantages of the wholesale outsourcing of large projects and even complete departmental functions are well understood, the perception is that the management overheads involved in outsourcing small-medium projects and I.T./business processes make achieving financial and operational benefits from them unattainable. Codiers is changing that perception.

Codiers is a UK-based IT and Business Solutions house, delivering quality, consistent and affordable outsourcing services to our clients across the globe. And whilst we're always happy to undertake bespoke development projects, we're finding that small and medium sized businesses and IT departments appreciate our ability to support them on ongoing basis.

Freeing your people, extending your budgets, supporting your business,

By working with Codiers' project consultants to identify and scope appropriate elements of your workloads, our clients have found they can successfully:

- **free core programmers** to focus on new functionality by relieving them from mundane bug-fixing and routine maintenance of their current systems;
- provision **cost-effective support of legacy systems** with minimal impact on strategic projects;
- support the drive to **meet programming code drop deadlines** by applying short-term additional programming resource to particular development initiatives;
- **unburden themselves of the 'groundhog day' experience** of repeatedly training up junior staff or temps to perform admin, clerical and basic technical tasks;
- **provide extended-hours operational, support desk and other administration support**, without breaking the bank or taking on new staff;
- **realise the business benefits of projects more quickly** by providing skilled white collar administrators to back-fill functional gaps in the early phases of application roll-out;
- **allow greater flexibility in sourcing funding for projects** without the constraints of headcount freezes through payment from other financial sources; and
- **avoid the headache and timescale delays** of a local recruitment process.

*Quite simply our clients **can deliver more output and value** from their budgets and core personnel.*

Developing a partnership, devolving responsibility

The attractiveness of outsourcing is based on having access to a skilled workforce that offers some mix of three advantages: it can provide skills that you don't have; it can be accessed without the overheads of hiring, onboarding and day to day management; and/or it is simply cheaper on a per-hour basis. Codiers' core value proposition also rests on offering these advantages, but simply handing over a cheque to an outsourcer does not of itself deliver your project or the service you expect.

Outsourced projects have the same list of criteria for success as internal projects— sufficient stakeholder involvement, clear requirements and understanding of process and priorities, adequate resourcing estimates, timely and appropriate communications between the project and the business ... and it is in funding the effort required by both the client and the outsourcer to provide these that is most likely cause of failure in projects.

For large projects - where the financial sums and savings are also commensurately large – the management overhead is easier to justify. It's less easy for smaller projects, and it's here that Coders scores. With a rich mixture of local and off-shore resources on tap, and with an approach to delivery that cuts through the traditional wary formality between client and supplier we find our clients can enjoy more rapid and sustained financial and operational benefits from their engagements with us.

Of course, clarity and client commitment is still needed, but our approach reflects a willingness to work collaboratively and instinctively, correcting/amending as we go on. It also showcases our ability to provision cost-effective non-programming resources in support of your projects – be it to administer new manual processes that may be required to support the initial phases of a project's delivery (allowing the business benefits of a project to be gained sooner), cleanse data in preparation for testing or go-live, or to support the softer admin aspects of any project.

New Opportunities for Outsourcing

Whilst Coders can support you across a wide range of projects and endeavours – from the simple provision of skilled programmers on a time and materials basis, through the delivery of to-spec/to-time application suites, to the ongoing provision of services and applications to your customers and users – there are a number of key opportunities areas that we see when we talk to our clients and which are not best served by traditional outsourcers.

Bug-fix and maintenance support

Today's business environment makes relentless demands on IT to deliver new applications, new modules, new functionality ... and it's entirely appropriate that your key business-savvy programming teams concentrate on these imperatives. But the need to fix bugs, maintain releases and make more general improvements (e.g. in reaction to new tax rates, or to accommodate new data feeds) doesn't disappear. By working with Coders you can cost-effectively increase your programming headcount to perform these routine tasks and free your experienced and expensive staff to drive the world forward.

Short-term to long-term administration and process support

New or changed IT systems often require new business processes to support them – either temporarily during intermediate phases of a project's roll-out or, indeed, in for the longer term. Having access to Coders' skilled white-collar admin staff to perform these processes relieves you of the need to fund, find, train and manage staff (and their cover) locally.

This facility is also a major factor in giving the project manager the flexibility to roll-out key functional enhancements in smaller, more frequent phases. Coders Administrators can supply the labour to resource manual processes until their programmed, automated, replacements are ready to roll out. The business value of your projects can be derived sooner.

Service Delivery

Delivering an IT service day in day out – whether it is internally or to your customers – demands a mix of skills: technically ensuring that the systems are available and secure and backed up; performing and reporting on regular business processes such as data reconciliations and batch reporting; constructing and executing email-shots; managing and enhancing your core and peripheral business applications; constructing /enhancing/distributing management reporting; and regularly updating web content based on proactive investigations.

This is a broad list of skills, it goes way beyond what you could ask of an ISP, and it can be an expensive set of skills to resource in-house. Coders already provides these services for a number of our affiliate companies' own content-rich web businesses as well as our clients: we have the skills overhead covered.

As a stand-alone proposition we think you'll find it interesting. Put together with our application delivery and support offerings, we think you'll find it compelling.

Content Management

In today's Web world, your company's public web site(s) and intranets are a prime – perhaps *the* prime - route to both disseminate information and create an audience. They are often the backbone behind other social media initiatives such as RSS. But delivering content is also costly: it needs to be uncovered and gathered, reviewed for applicability, perhaps edited and précised. It's people intensive and can't (yet) be automated. Yet it also needs to be done

regularly, consistently and in a timely fashion – so there is the need for overlay skills coverage to cover absences.

With a number of internal as well as external clients, Coders is well practised in sourcing and delivering skills to perform these routine - but far from mundane – tasks.

In practice.

Visit our web site at www.codersltd.com, to see:

where we're relieving programmers of the burden of bug-fixing and maintenance at the ***Meteorological Service of New Zealand***;

how we deliver a complete application, IT infrastructure, service delivery and business administration service to the ***Rushmore Group*** and ***Housingnet***; and

how a ***software development company*** benefits from access to a team of on-call programming resources.

And, of course, there are many other experiences from a host of smaller businesses over the years.

Let's talk.

We're confident that we can help you with your budget and resourcing challenges: it's often just a matter of uncovering where and how best to do it. Browse our web site, and email us at info@codersltd.com or call Jonathan Gibbs on 07786 333019 to discuss how we can help your business cut costs and improve profitability.