

# Managed Software Services

Protiviti's Custom Development team partners with leadership to ensure their organizations maximize value and efficiency when leveraging external resources for software related projects. Our comprehensive approach to managed services provides continuous service and the ability to scale easily saving time, money and lowering the risk compared to staffing alone.

## Our Approach

We dedicate a resource that will learn your business, establish strong relationships with stakeholders, internal team members and other 3rd party organizations as required. This single point of contact will contribute to projects (generally a software development or quality assurance role) and serve as the manager for any ramp up / ramp down as project and capacity needs change across your organization.

This approach helps clients by providing:

- **Risk Mitigation:** Manage the onboarding of resources holistically to remove bottlenecks, increase consistency, & eliminate surprises.
- **Flexible Staffing:** Align staffing to business and project cycle peaks and valleys.
- **Talent Acquisition:** Resource pipeline, interviewing, onboarding, management and execution is all handled by Protiviti.

## Our Operating Model

**Our service offerings can draw from multiple categories of personnel to fit any size engagement.**

### PROTIVITI LEADERSHIP

Our Committed Custom Development leadership professionals have been with Protiviti for more than 10 years. We have deep experience in delivering high value solutions to our clients.

#### PROTIVITI CUSTOM DEVELOPMENT

Development, QA, Design and Management from our career employees.

#### ROBERT HALF

Robert Half employees provide a balance between cost and stability.

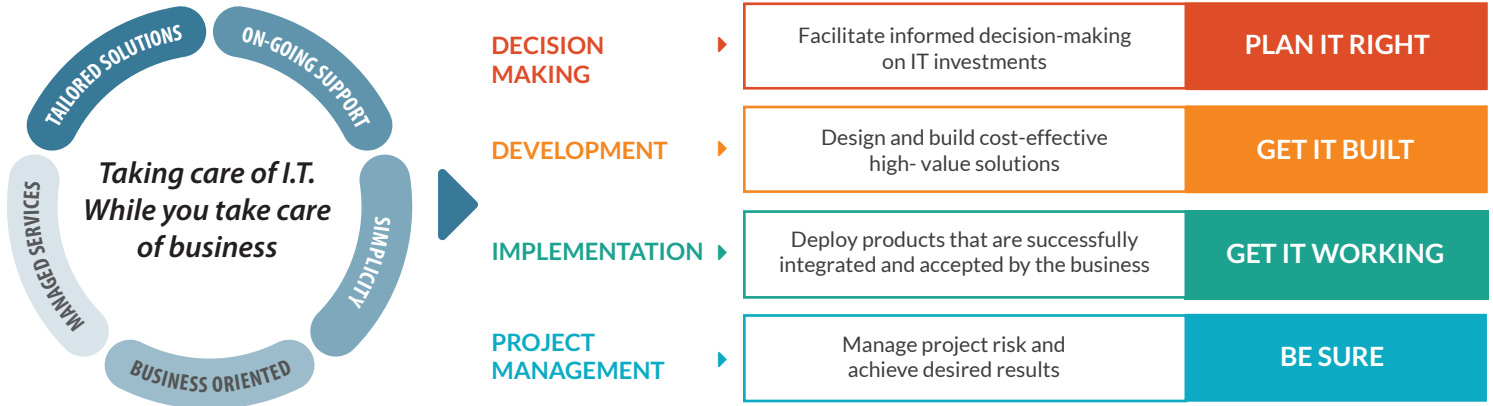
#### ROBERT HALF CONTRACTORS

The world's largest specialized staffing firm provides you with resources when needed.

#### PROTIVITI INDIA

Cost-effective solutions from our career employees overseas.

- **Core Team of Experts** – To assure that your project is successful, we start with a core team of Protiviti professionals that are experts at delivering project-based software solutions.
- **Blended Model** – Our team members are accustomed to working in a blended team model including client personnel as well as Robert Half contractors to leverage specialty skills and local talent.
- **Offshore Ready** – To maximize your return on investment in our services, our teams can operate onshore and offshore. All our people are full time Protiviti employees and we have established a solid mechanism for working together that is seamless to our clients.



## Service Offerings

### ADMINISTRATION

Configuration management is a full time job and many of our clients need assistance. Whether your developing your own solution in .NET or Java, or leveraging a platform like SFDC, we can help with almost any administration activity.

DevOps | ALM | Security | Data Integration | Cloud Configuration | SFDC Configuration



### DEVELOPMENT

Protiviti architects, developers, and administrators build effective, test-driven applications in Java, .NET and on the Salesforce.com platform. Additionally, our team has deep experience in external system integration and legacy systems migration.

Custom | Native | APEX | Visual Force | Java | .NET



### QUALITY ASSURANCE

Every project begins with a clear testing strategy to maintain the highest level of quality throughout the development cycles. The inclusion of automated and integrated testing procedures improves efficiency and accuracy from start to completion.

Test Management | QA Automation | Performance Testing



## Contacts

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