

Our clients

DCG has a roster of major clients around the world, in the Fortune 500 and 1000 lists. The logos below show some of our clients.



Software Development Delivering Business Value

Where is your IT delivery organization in the Harris Hierarchy?



The Harris Hierarchy®

Value – Strategic governance with strong underlying processes

Control – Good processes but lacking strategic coordination

Fear of Failure – Frequent variances from plan

Failure – Heroes who deliver despite the culture

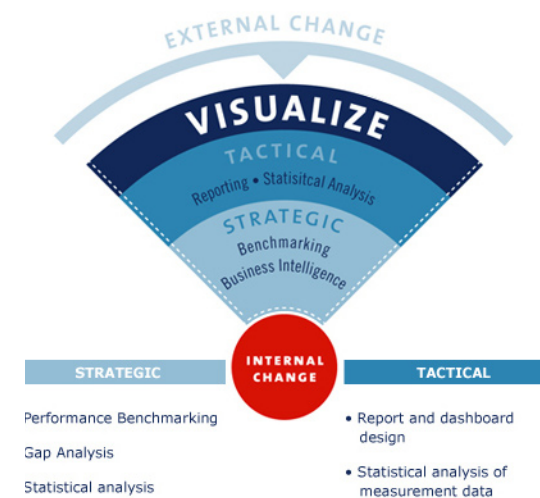
Do you have business pain because of your Software development and maintenance?

Improving Value with DCG. For over seventeen years DCG has helped clients to improve the value of their software development and maintenance based on solid measurement and process maturity. Our Clients are helped to produce their software deliverables faster at a lower cost with higher quality.

High Value Services from DCG

DCG is an IT process improvement and measurement company managing value-driven engagements with commercial companies and government agencies.

Software Process Improvement – utilizing CMMI, Industry Best Practices and Agile methods



Performance Measurement- conducting performance benchmarks, portfolio sizing, and establishing enterprise wide information frameworks

Measurement Practices providing measurement roadmap planning, and developing estimation models

IT Performance Improvement – improving performance through ITIL, IT Governance and PMO

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If you could change one thing in your software development, what would it be?

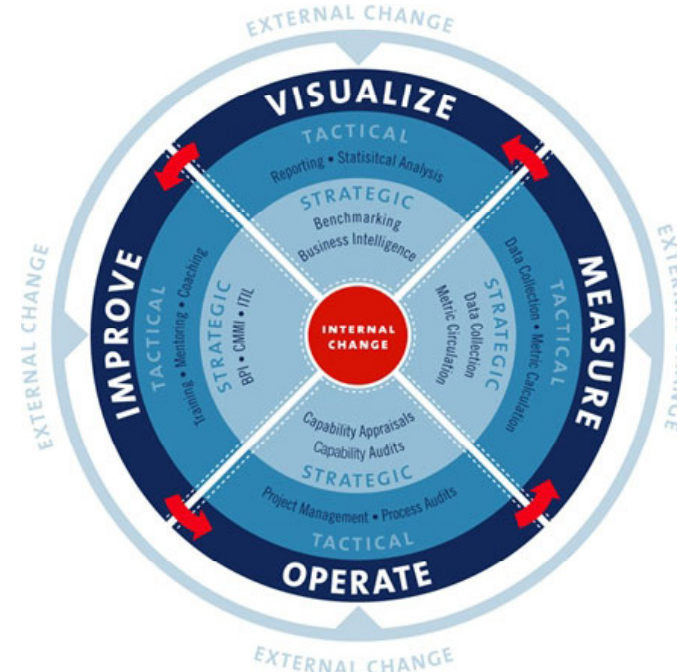
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Agile Consultancy

Does process improvement take too long to implement?
Are the details of your pain points not clear?

DCG applies Agile methods to enable clients to focus on real needs and to determine the best approach to process improvement. We use highly skilled and experienced consultants to deliver results quickly and effectively.

Our **Sprint method** enables frequent reviews and helps you to determine the best direction for you and when an end point has been reached. You control the length of the engagement and get better value from our activities.



When each sprint had been delivered, joint working enabled further areas of concern to be identified, prioritized and addressed. Quick, focused delivery of solutions demonstrated the effectiveness of our consultants and enabled the client to decide how the engagement would develop and, in due time, cease.

DCG benchmark studies of the SD Group showed that the average cost per head of the Group was relatively low. However, the level of outsourcing used to manage variable demand for software development services was limiting the organization's ability to respond to more customer demand.

Build Operate Transfer



**Do you have process gaps we can fill?
Do you want to build up the skills in house?**

Our approach to delivery of processes is to **Build** the process, jointly **Operate** it on your behalf **Transfer** the completed process after we train and mentor your staff to enable you to take over.

Alternatively we can stop at the Operate stage and provide the service to you if appropriate for example with function point analysis and estimating.

How did the relationship evolve from the initial engagement?

With their own managers focused on major client initiatives, DCG were asked to kick-start the development of outsourcing options. DCG delivered the discovery exercise and vendor search process up to the point of providing a recommended plan of action for the SD Management team.

"Thanks to DCG, within 12 months we were able to turn a problem without a solution into a powerful strategic and tactical tool."

Michael Jones, CFO and executive sponsor of this engagement

What did our client achieve?

"I would definitely describe them as experts in their field. They have put us in a position where now we can react more quickly to things happening in our business and be more flexible in terms of our approach to producing products. I absolutely give the majority of the credit to Mike Harris and his team for doing that."

Bob Lento, President

- **Governance** – Data-based decision making
 - Monthly Software Development Governance Committee chaired by CFO.
 - Product Review Board to manage changes to budget allocations for the Product Development Plan of Record.
- **Visibility** – New metrics were added to the existing Software Development Performance Dashboard.
- **Outsourcing Options** – These increased from 3% to 15% of total software development resource headcount.

Delivering Value to our Clients - A Case Study

What was the first thing our client wanted to change about their software development?

In 2009, DCG CEO, Mike Harris, received a call from a senior manager at our Client, Convergys Information Management.

"We have a problem with our software development group. But, at the senior management level, all of our discussions and decisions about our software development are driven by emotions not data. How can you help us measure our software development group?"

Discussions with the President and the Head of Software Development (SD) led to an initial engagement.

How was DCG's commitment to value evident from the start of the relationship?

DCG used agile consulting methods to help the client to focus on the measurement of the SD Group and the effectiveness of governance. These areas of pain were addressed by way of consulting sprints to deliver specific solutions quickly and effectively.

The full case study and testimonials are available at www.davidconsultinggroup.com/clients/.

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