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ataway.com

Services that enhance and support The work of your PEOPLE

If management is to be free to concentrate on building business, employees must be trained and free to do their work. Ataway offers several options for empowering your people to focus on their business objectives anywhere in the world.

Most are available to you onsite or through an onshore or offshore Ataway lab, so you can choose the most economical and effective solution for your business.

Executive Strategy

Our most senior partners work directly with C-Level executives. Together, they define strategy and a plan for maximizing return on investment, and define systems to support the growth of their organization.

Many issues are beyond the expertise of top managers but well within Ataway's portfolio. They include: optimizing IT Budgets and capital spending, improving Return on Information, assessing the value and cost of real time information, increasing security, increasing visibility, closing the books faster, improving the accuracy of data etc.

Business Process Re-engineering

Many businesses inadvertently prevent employees from doing their best for the company by holding them to time-consuming, low value, yet essential tasks – taking them away from their core job functions.

Ataway's business process design and optimization experience will help you identify and eliminate these tasks and bring best practices to your support functions.

Project Management

Ataway Project Managers bring the experience and knowledge necessary to manage the most complex and strategic programs. They keep your overhead to a minimum by focusing on the key indicators. They use Ataway methodology and tools to pilot your project and report accurate, real time and important information to the project sponsors and executives.

System Assessment and Design

While off the shelf systems often meet the majority of your requirements, sometimes there's a need for custom solutions.

Ataway combines experience in designing custom applications with business process expertise to create a clear assessment of business requirements, the current technical and functional IT architecture, and its integration with external systems. Thus uncovering potential issues so they can be addressed in a timely manner. The resulting custom application rolls out smoothly and meets your requirements.

Custom Training Solutions

During the implementation of training solutions, Ataway provides the following services to meet the needs of end users, key users and support team members. Our professional trainers have extensive knowledge of content, training methodology and best practices.

- Assessing trainee population for specific needs.
- Reviewing existing training and procedure and materials.
- Defining training content format.

continued

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- Writing clear, business process driven training materials.
- Defining roll-out methodology and delivery tools.
- Implementing best practices for training.

Automated Testing Solutions

Ataway provides a complete solution for your testing needs, with proven expertise throughout all test cycle phases: System, Integration, Performance, Parallel and User Acceptance Testing.

- Definition of test plan and test cycles.
- Assessment, review and update of your existing test scripts.
- Development of new test cases as needed.
- Execution of test cases to cover system and integration testing on processes including online, batch, reports and interfaces with a strong focus on customizations.
- Troubleshooting, documentation, reporting and re-testing of issues.
- Detailed reporting and statistics on test progress and execution.
- Automation of cases and results validation to reduce manual work.

Managed Services & Hosting

The Ataway USA Lab can securely host and maintain your project environment. We provide various solutions to allow access, usually via VPN. With rolling support from Ataway Solution Centers, we can minimize outages and plan maintenance for minimal impact to users. In worst-case situations, our integrated support team can react quickly to resolve the issue.

Ataway Lab services go beyond hosted solutions. Maintenance and troubleshooting can be provided for applications on your servers, and accessed by skilled Ataway resources remotely. Typical examples include:

- **Database and System Administration** - Installation, monitoring, release or patch upgrades, performance optimization, backup and recovery, security administration, disaster recovery, database migration services and more.
- **Upgrades, Bundles and Fixes** - Upgrades, analysis and testing of patches and fixes, and straightforward migration to production environments.
- **Application Management** - Troubleshooting user issues, performing configuration changes, migrating code changes from Development to Test and Production environments; maintenance and 24x7 monitoring and assurance of system availability.
- **Performance Improvements** - Performance issues are a leading source of user dissatisfaction and are often the result of poor queries and ad hoc maintenance. Ataway has extensive, cross-industry experience in permanently resolving performance issues while minimizing impact on users.
- **Batch Monitoring** - Batch jobs typically run after business hours. Yet issues often need a skilled operator. With Ataway's global presence, our support team can resolve issues at any hour without the need to wake anyone.

Business Process Outsourcing

Ataway offers complete Business Process Outsourcing solutions so you can reduce operating costs, respond to variable business/market needs without unnecessary infrastructure spending, and stay focused on your core business.

- Human Resources
- Finance
- Customer service
- Accounting
- Call Centers
- Other functions as you see fit