

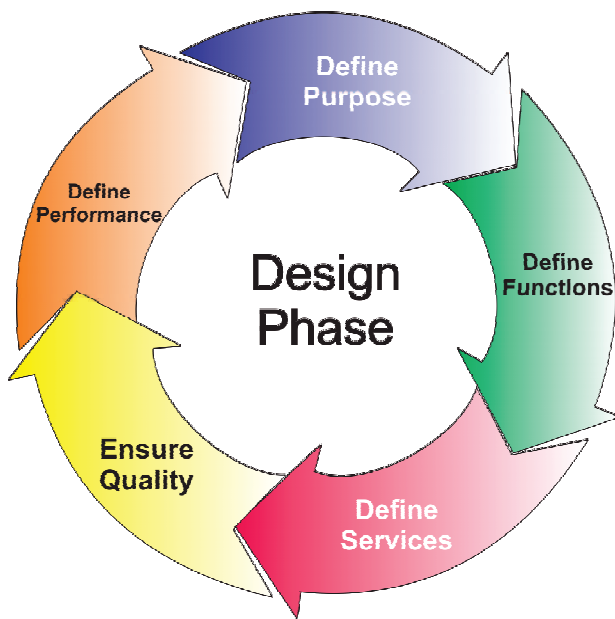


Design Services

Purpose, Functions, Quality and Performance Services

Mobizent provides discovery services on all its system integration projects where the customer requires customization or new development on their enterprise solution, which includes the conception, determination and documentation of any new requirements.

Designing a new feature or service is an iterative process, starting from early prototypes established in the discovery phase and taking these further through alpha and beta stages. As in any design project the basic concepts of the new service will be identified through the discovery phase. Mobizent will ensure that design phase identifies with progressively greater clarity what purpose each function and service will fulfil for its users/customers, what functions will be needed to do that, what value is provided as a result, and how that value will be known. These elements (purpose, functions, quality and performance) can be used to describe the services to be provided.



Flexible design methodologies will pay large dividends to complex projects. An early step in drafting use cases or user stories is to establish what roles and responsibilities are needed to provide the required functions and level of support e.g. mobile, online only or with some degree of manual functionality. These can be aligned with high-level description of functions/services before refining them to identify a modular set of functions/services and interactions that fulfil the

required use cases. A clear set of modular functions will help to minimize the impact of changes in costs and availability of individual functions/services.

The alpha stage during the Design Phase will require a detailed operational plan for taking any mobile and online system through to beta and live phases. Whichever design approach is taken the alpha phase should implement a basic working prototype from the use cases and any wireframe or paper prototype, aiming to solicit user feedback. If this indicates that a workable approach can be established with the resources available, the beta stage will take forward what has been learned and produce a fully working prototype of the online service.

The design phase will also address requirements for integration with other services. These are likely to include other back-office solutions that are already in use. The design process will also need to take account of existing or planned lower-level infrastructure such as network-attached storage or external cloud-based storage-as-a-service.

Many organization will have a mature infrastructure and may already have well-established platforms and workflows for providing features and functions for their employees. There may be home-grown solutions as well, presenting opportunities to integrate these with any new system developed. Bringing all existing platforms within the design prospect will not happen overnight but a step-by-step approach can be taken, working with willing champions to identify opportunities for integrating the workflows and requirements into a high quality design.

Design Key elements

- Define and analyze new function/service concepts
- Prototype and detailed design of new services/features
- Design human resource structures
- Analyze and design data mgt tools and infrastructure.



address
345 Plainfield Avenue, Suite 204
Edison, New Jersey, 08817

phone
877 405 1894

email
sales@mobizent.net

website
www.mobizent.net