

# CERTICON Co-sourcing

White Paper





Today's software projects face common challenges in keeping them successful and supporting the sponsor business. If you are familiar with terms such as resource leveling, peaks & valleys, budget cut, increased scope, compressed schedule, technology advance, need for expertise, quality focus or request for innovations, then CERTICON Outsourcing and Co-sourcing Platform (COCP) is the solution for you. It enables our clients to effectively support and extend software development and verification projects by utilizing our software, research engineers and/or project teams. Our business model has created true added value for our clients for more than 14 years.

## Moving towards co-sourcing

---

Outsourcing, as a traditional business model, successfully solves efficiency and performance improvements where services are contracted to external providers in all IT areas. It is one of the most cost effective ways to solve short-term as well as long-term project and business needs. Co-sourcing, the newest trend, extends the principles of both outsourcing and forwarding partnership cooperation. The added value of the co-sourcing model of cooperation is based on the following principles:

- Dedicated teams are in daily touch with clients without any communication barriers.
- Clients personally know the individual people working on their project.
- Dedicated teams follow specific processes and best practices required by clients.
- Dedicated teams and clients share development environment and tools.
- Close cooperation and daily interaction supports continuous improvement and fast learning.
- Easy and flexible resource leveling brings short learning curves and ramp up periods.
- Both parties continuously share project and deliverables status without any surprises in the project end.
- Well communicated quality objectives are shared by clients and dedicated teams.

Co-sourcing is a new direction in which traditional outsourcing models are now moving. It is a movement to partnership and long-term cooperation between business partners where engineers and project teams are dedicated to clients' project needs. Co-sourcing facilitates all the advantages of outsourcing and addresses and minimizes all of its weak points.

## What is it good for?

---

See how the common challenges that are being solved on almost every project in every domain area can be resolved by COCP:

**Resource Leveling** – COCP provides a flexible way to balance resource needs by adding more trained engineers or project teams with no learning curve at the beginning and no release period at closure.

**Budget Control** – COCP basic outsourcing model stabilizes cost performance baseline with predictable costs.

**Increased Scope** – COCP guarantees trained people having the required domain knowledge, technical and process skills that are ready to join the project immediately.

**Compressed Schedule** – COCP helps to shorten schedules without losing scope, quality, or time performance by extending project teams with our engineers and allows clients to keep focus on their core business.

**Technology Advance** – COCP provides technology excellence teams, our specialists build solutions based on the newest scientific and technological results.

**Quality Focus** – our project portfolio is comprised of life-critical and mission-critical projects, where quality is the crucial parameter.

**Focus on Your Business** – using COCP services, clients can fully focus on their core business and knowledge areas whilst having a solid project team foundation provided by COCP.



**Rolling Wave Planning** – COCP services cover the entire project lifecycle. We are able to oversee requirements analysis, design, development, testing, acceptance and deployment, including product maintenance and change requests. On the other hand, COCP can be plugged in at any project phase (feasibility study, requirements specification, architecture design, implementation, verification testing, maintenance or refactoring).

**Request for Innovations** – CERTICON applied research group and tight cooperation with technical universities and research partners allows us to provide highly innovative and leading-edge technology solutions.

**Optimization of Resources and Costs** – COCP flexibly covers your development peaks and valleys, ramp-up timing, and training of newly hired employees.

**Need for Expertise** – CERTICON provides a dynamic pool of professionals who always utilize “best-practices” in satisfying clients’ needs in a timely manner.

## How it really works?

You know what outsourcing is and now you know what co-sourcing can add on top of it. Finally, you know what it solves. Now, let’s take a closer look inside - how it really works, why should you trust it and what makes it successful.

CERTICON leverages a suite of proven methodologies and techniques guaranteeing that our outsourcing and co-sourcing services bring true value to our partners. Providing highly skilled and reliable software engineers or project teams is a major keystone to our success. But that’s definitely not enough. It is far away the target. The only way is to provide a cohesive set of tools and techniques guaranteeing successful partnerships.

### ■ High technical competence

A broad portfolio of successful projects in different industries, application domain areas and technologies is important for background experience and proven competence to solve future projects with technology insight. We consider high technical competence as a standard prerequisite for all our services. That is why we focus on continuous learning and education programs for our employees.

### ■ Strong quality focus

Quality is the keystone in building a successful business in today’s world. As our project portfolio consists mainly of life-critical and mission-critical application areas, we understand its true value for business goals where quality is simply a must. Therefore, we are focusing on quality in all aspects of all our work.

The development process is carried out according to international standards (ISO, ANSI/IEEE). We have specialized experience with standards applied for SW development for mission/life critical devices. Our processes are continuously monitored and evaluated (ISO 2001 certification since 2002).

CERTICON also holds ISO 13485 - a globally recognized international standard for quality management systems in the medical device industry. The certification demonstrates the ability to provide medical devices and related services that consistently meet applicable regulatory requirements and client requirements.

Trusted, quality oriented services can only be achieved when none of the services are re-outsourced to a third party.

### ■ Development processes

CERTICON’s qualified development process covers the entire software development lifecycle, starting at feasibility study, through specification, analysis, design, implementation, review and software verification activities, and ending with integrated system verification testing.

Usually, clients apply their own processes complying with the standards required by their business and application area (e.g. ISO 13485 for medical devices). In such cases, we strictly follow and use all the processes and best practices defined by clients. Our engineers consider this as an integral part of their daily work.

This includes not only processes, but also all supporting systems like configuration management, bug tracking, planning or reporting. There is no doubled mechanism or system on our side which may cause any discrepancies or inconsistencies (for example in source files management, work items handling, etc.)



In addition to ISO certification audits, CERTICON is also regularly audited by its client's QA authorities. In doing so we are giving full confidence that processes used on the client project conform to all quality systems and client-specific processes and best practices.

### ■ Project Management

Our goal is to apply a project management approach based on widely recognized methodologies and standards to perfectly meet specific project needs, organizational process assets, and enterprise environment factors.

The only way to reliably select and especially apply a suitable project management approach is to consider the full spectrum of traditional to agile methodologies. Therefore, selection and application is guided and guaranteed by professionals holding the following credentials:

- Project Management Professional (PMI PMP®)
- IPMA
- Certified Scrum Master (CSM)

When there is no client preference for a particular project management approach, CERTICON usually applies Agile Scrum methodology and is also experienced in implementing these methodologies within projects and organizations.

### ■ Agile project management

Principles of Agile software development have been officially formalized since 2001 in the Agile Manifesto and have come to be a useful approach for managing complex projects. CERTICON was one of the first software development companies which adopted this methodology and leveraged Agile development practices to easily and effectively manage schedule, cost, scope and quality. Agile stands on several pillars:

- Short, iterative, feature-driven, time-boxed development cycles
- Constant feedback
- Prompt responsiveness to changes
- Frequent delivery of working software
- Business people and developers working together on a daily basis
- Working software as the primary measure of progress

- Continuous attention to technical excellence and good design
- Teams continually reflecting on how to become more effective

Introducing SCRUM development; Teams are involved in all phases of the SW development process This includes planning, establishing the standard pace of development teams (sprint development cycles), creating assessments based on estimated points, introducing strong feedback and responsibility, introducing reviews on every piece of work, including management decisions.

The process is supported by platforms and tools for communication, tracking, traceability and transparency, guided by Certified Scrum Master professionals and executed by teams with proven experience in agile.

### ■ Flexibility and stability

CERTICON provides operational back-up engineers as a standard mechanism to ensure high flexibility and stability of the outsourcing and co-sourcing projects. The operational back-up team members are engineers having appropriate technical skills and the client's domain and process knowledge.

These engineers are not constantly assigned to the project, they are ready to join the team and start working on the project when needed. These members are permanently in touch and up-to-date with the project team in order to gain and keep the required working knowledge to start on notice. Usually, the operational back-up engineers are assigned to work on a project in case of:

- Client needs to overcome short-time peaks
- Client needs to increase work capacity for long time periods
- Vacation or illness of team members

Our operational back-up team members allow us to increase flexibility and responsiveness. On the other hand, it also strengthens the business stability, where we are ready to provide fully effective services regardless of vacation or illness and other unexpected events.



### ■ High performance and innovations

In-house research and cooperation with leading technical universities and research institutions enhances our services. We continuously build a network of top research institutions ready to join operation, provide accomplishments of state-of-the-art applied research.

### ■ Team communication

Communication and daily touch updating makes the difference between outsourcing and co-sourcing. Therefore all our team members are introduced to clients to ensure smooth and effective project communication.

CERTICON engineers usually work as an integral part of the client's development teams including the required daily communication via e-mails, peer-to-peer phone calls or teleconferences.

### ■ Easy start, easy end

CERTICON Outsourcing and Co-sourcing Platform (COCP) is not a make-or-buy decision offer to you. There is no need for a long-term contract prior to start-up.

The easiest, no risk way is to build partnership step-by-step, building mutual trust and proving our competencies. A typical co-sourcing or outsourcing cooperation starts with a pilot

project that clearly demonstrates COCP benefits for your project and business. A complete project, one project phase, or just one single task is an easy way to experience co-sourcing services.

Regardless of company size or application area, COCP is the right solution for:

- Large enterprises solving complex projects in multi-team environments with outsourced components
- Mid-sized enterprises optimizing and consolidating their projects and processes to ensure future growth
- Small and start-up enterprises solving first to the market prototypes in order to attract business.

### Conclusion

---

CERTICON Outsourcing and Co-sourcing Platform(COCP) leverages all the advantages of outsourcing and co-sourcing principles and provides a complex solution to support your needs for highly skilled engineers or teams for SW development and verification in any application industry, anywhere worldwide. It is an established suite of methodologies, techniques and tools proven by many projects and recognized by our partners and clients. For more than 14 years, our clients have leveraged their businesses using COCP.

### CERTICON at glance

---

For more than 14 years, CERTICON has been improving the competitiveness of our clients around the world. CERTICON solutions are comprised of the full spectrum of services and solutions in software development, system integration and quality-assurance verification testing. Our experience in the fields of medical and mission-critical applications, high-tech industrial and enterprise applications enables us to harness the best practices and solutions for our clients. CERTICON designs, develops, rapid-prototypes and deploys sophisticated software solutions.

### Join us today

---

Our professional services are available to businesses of any size, in any industry, and in any country. Thanks to our network of branches and representatives, we are close to our customers world-wide. CERTICON has developed and packaged the tools of our services into a set of methodologies and frameworks, in order to simplify the ramping-up of projects and to provide the greatest value to our clients. There are no hidden costs, no additional investments of time and money required to incorporate us into collaboration. Exploit the advantages of simple, affordable, and future-proof cooperation with CERTICON into your business today. With CERTICON, you definitely will experience a difference. That's why we urge you to explore more information about us on our website [www.certiconglobal.com](http://www.certiconglobal.com).

**We**  
**are ready**  
**when you are ...**

