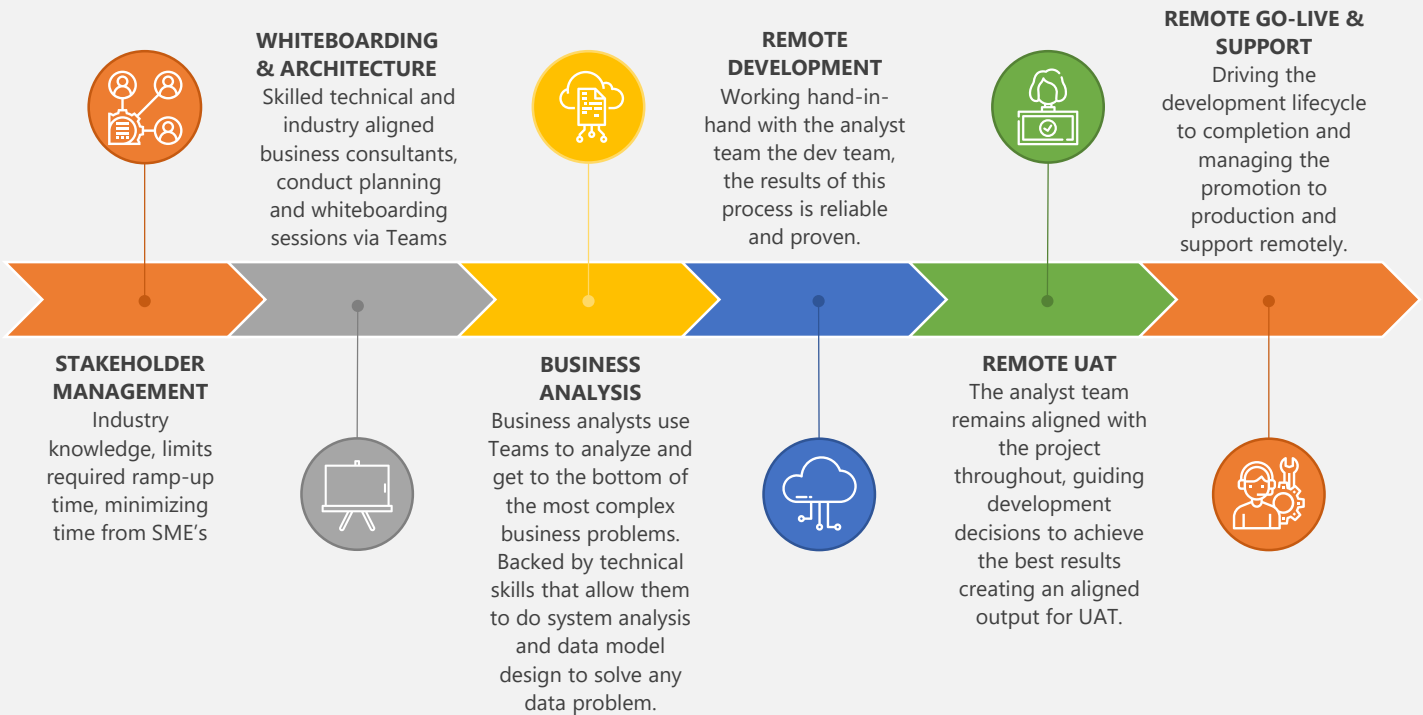# OMNIDATA INSIGHTS

Remote Service Delivery Success

As a business devoted to helping customers achieve more, we continuously evaluate, adjust and perfect our service delivery options. Now that many of us find ourselves working from home due to COVID-19, our remote service delivery ability will ensure that we can keep delivering value while keeping our families and communities safe.

HOW DO WE DO IT?

Through years of remote service delivery expertise to customers all over North America, we have perfected a modern service delivery mechanism we call RAD (Remote Analysis & Delivery). The RAD approach includes the following services and is delivered through Microsoft Teams:

WHITEBOARDING & ARCHITECTURE
Skilled technical and industry aligned business consultants, conduct planning and whiteboarding sessions via Teams

REMOTE DEVELOPMENT
Working hand-in-hand with the analyst team the dev team, the results of this process is reliable and proven.

REMOTE GO-LIVE & SUPPORT
Driving the development lifecycle to completion and managing the promotion to production and support remotely.

STAKEHOLDER MANAGEMENT
Industry knowledge, limits required ramp-up time, minimizing time from SME's

BUSINESS ANALYSIS
Business analysts use Teams to analyze and get to the bottom of the most complex business problems. Backed by technical skills that allow them to do system analysis and data model design to solve any data problem.

REMOTE UAT
The analyst team remains aligned with the project throughout, guiding development decisions to achieve the best results creating an aligned output for UAT.

WANT TO KNOW MORE?

DEDICATED PROJECT TEAMS:
With project teams, skilled at using technologies like Microsoft Whiteboard to run architecture and solution whiteboarding sessions, Microsoft Planner, Microsoft Project and Microsoft Teams to ensure collaboration and communication and coupling these technologies to our proven RAD approach throughout the project lifecycle, we remain in touch with the customer, even if we are not in the same physical location.

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