Business Agility Made Simple!

DAMICON helps companies provide their customers and staff with information that is actionable in a format they can understand. For example…

- Customer **case studies** that connect you to new buyers,

- **White papers** that explain your ideas and link you to prospects,

- Clear, concise **disaster prevention** and recovery procedures that people can follow,

- Simple processes for avoiding most **network security** breaches and responding to those that occur,

- **Business requirements** that teams can really understand and implement.

We work with IT departments, product development groups and technical marketing organizations.

Here Are Some Specific Examples.
(Note: Names withheld to protect privacy.)

How do you charge for your services?

Generally, we prefer to work on a fixed-price or project basis. Let's agree on what needs to be done, how long it will take and what it will cost. No surprises.

If a situation is very complex and hard to define, we will usually suggest an initial assessment to scope out the effort. In unusual situations, we may request an hourly or daily fee arrangement.

We can also provide you with ongoing assistance for a fixed monthly fee covering an agreed upon set of services. You also receive the lowest available rates for services not covered in the base agreement. If your needs are complex, this is the most cost-effective way to go.

Engineering Firm Exposed to Major Losses in the Event of a Disaster.

An engineering design firm had grown to 16 regional offices across the country with centralized IT services. Any disruption to those central services had the potential to seriously impact all company locations. A plan was needed for preventing disruption, if possible, and returning to normal operations quickly when the unavoidable happens. A Disaster Response Plan and an offsite recovery location provided a safety net and peace of mind for this firm and its worldwide clientele.

Financial Services Firm Needs to Protect Consumer Information.

A firm specializing in sensitive consumer financial data needed a way to securely transmit information to its clients. The data had to be protected during transit across the Internet and had to be protected against unauthorized access once received. A combination of data encryption using PGP and secure transmission using FTPS resulted in a solution that's guaranteed to protect privacy.

Professional Service Firms Don't Fully Leverage Technology.

At several professional services companies, assessments of their information technology operations and infrastructure led to a common conclusion. The lack of CIO-level talent was causing system integration problems, usability issues and significant risk of downtime. Making strategic system upgrades and defining some best practices helped get these organizations on the right track.

Government Agency Duplicates Vendor Information Creating Major Inefficiencies

A large agency within the Commonwealth of Massachusetts consists of fifteen departments and each department tracks and manages a list of outside service providers. There is significant overlap among the provider lists resulting in duplicate data entry, redundant forms, and excessive storage. By making simple process changes, the departments are able to share a common database, reduce their workloads and improve the security of the data.

Application Development Center Lacks Software Development Process

A major system integrator created a software application development group. While the organization hired very bright and capable engineers, the lack of any formal process for developing and managing projects hindered their ability to win business and deliver solutions. A review of their market focus and culture suggested that a blended methodology based on the Rational Unified Process combined with elements of eXtreme Programming and Scrum would work.

Financial Services Firm Buys Too Much Functionality.

A large mutual fund services company was using a software package by Lucent Technologies called VitalNet to track customer bandwidth usage. The software contained far more features than needed and thus cost ten's of thousands more than warranted. Switching to an open source application called Multi-Router Traffic Grapher (MRTG) provided a simpler solution at dramatically reduced cost.

Publishing Firm Creates Too Many Incompatible Web Sites.

A major publisher of trade magazines operated many independent web sites. Each publication developed its site independently using a variety of technologies. The support and maintenance costs became prohibitive. By consolidating the sites around a single set of technologies, support costs were sharply reduced. And, each site was allowed to retain its individuality.

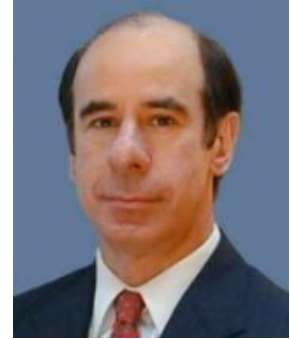**Energy Utility Firm Realizes It Needs to Define User Needs.**

A local gas and electric utility wanted to implement a new software application to track equipment rentals and repair services. As this was outside their core business, they weren't quite sure about the features and functions they'd need in such an application. By interviewing the management staff and user community, we were able to precisely define their needs and ensure that they implemented the right software for the tasks.

Technology Company Takes Too Long To Ship Software Releases.

An industry-leading storage manufacturer required over 3 weeks to move its many software releases from the engineering group to the customer. This workflow was deemed too long given the rapid release cycles of its software products. By automating some of the manual processes and electronically delivering work products rather than using overnight shipments, the cycle was reduced to less than 2 weeks. This saved $1,000's on every release and accelerated revenue-generating shipments.

Technology Company Builds Products on an Expensive Foundation.

The supplier of a web-based, enterprise content management application wanted to provide a lower-cost solution to mid-market firms. Having built the application on Oracle's database and BEA's WebLogic, software-licensing fees were a major part of the product cost. By moving to open source components such as MySQL and JBoss, the customer entry point was reduced by over $50,000.