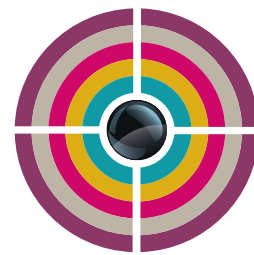


# ViQiT, ALTOGETHER BETTER



IT projects are notorious for turning out to be more expensive than planned, or being delivered much later than scheduled. Another common story is that when the moment of delivery has been celebrated much remains to be fixed and the results do not live up to expectations. This can be done better. Altogether better, by enlisting ViQiT!

## ViQiT?

The name ViQiT is derived from three words: **Vicus**: a settlement near a Roman army camp. The people in the settlement supported the army by doing those things in which they were good. As a result the army in turn could also do the things in which it was good. The Vicus enabled the focusing of the army: the army could direct its attention to its main task. ViQiT does the same for its customers.

**Quality** is our nature! Our customers can focus on their business as we assure the quality of IT-products, processes and services from business case to the IT Operational Management phase.

**Information Technology** is our line of business. IT quality increasingly defines the quality of products and services. Employing in house IT suppliers to assure quality is an option, but an independent third party may be a better option to watch over your interests. ViQiT loves to be that independent party.

## ViQiT!

ViQiT improves the quality of IT. ViQiT colleagues have a common bond through the five values by which we operate. These values

are not a goal as such. They indicate what is important to us in our work and form the basis for our operations.

**ViQiT obtains results:** A successful solution sometimes differs from the requested solution. When a colleague presents sound arguments for a different solution we consider that. If the alternative solution results in a better overall product then we propose to adopt that alternative.

**ViQiT provides insight:** We believe in openness and clear communication. Because of this openness and transparency our customers know what they can expect from us. We do not make things prettier than they should be: that would cost extra energy and money.

**ViQiT cooperates:** We bring out the best in people. To us long-term cooperation is more important than just a one-off.

**ViQiT is based on strenght:** We deploy our colleagues based on their best professional fit. Working from their professional strength results in maximum motivation.

**ViQiT dares to choose:** To do a good job one must dare to make choices and adapt to their outcome. ViQiT colleagues make choices: they do not copy, but they think.

“At our first contact I noticed that the ViQiT colleague quickly had an oversight of the project, went deep into the content when needed and worked in a very pleasant manner with all stakeholders in the project. This provides me the overview that I need and allows me to make accurate choices.”

**Rob Muller**  
Program Principal XEROX



## What we do: the services of ViQiT

The client is our focal point! A client can have various questions, ranging from adjusting an application to changes in a process. As the client is our focal point client relationship is central in our services.

With our knowledge on **Project definition** we assist the client in formulating a question in such a way that it solves the client's problem and allows the supplier to deliver what the client requested. When the software is delivered by the supplier, ViQiT colleagues can assist the client by testing the IT-solution. We can also support the operational management of IT-solutions. This we achieve with our **Application Lifecycle** support services. We furthermore assist our clients by the phasing out of IT-solutions when these have become obsolete. Through adequate Commissioning an **IT Governance** organisations can control the process of managing internal and external providers, so that they can better carry out their role. Many organisations experience difficulties in managing IT providers, specifically in the case of sourcing. Our consultants assess the options for improvement and ensure the structuring or improvement of the IT governance process. In addition they provide overview, support and coaching in managing providers.

**Improvement Management** aims at optimising organizations and groups of employees. Hereto we focus on IT and on all IT-related departments, such as Information management, Contract management, etc. The ViQiT consultants can advise and can act as interim manager and/or project manager in such projects.

Last but not least we help organizations in setting up and maintaining **Quality Management**. This means that our consultants provide support in describing the processes, auditing the processes and reporting on deviations and risks. This will be done in accordance with the overall quality management system of the organization. If an organisation does not yet have a quality management system we set this up together with the client.

## What does ViQiT deliver?



### Consultancy

Herewith ViQiT provides advice and guidance. We examine and implement improvements based on a mutually agreed commitment regarding results.



### Secondment

Implementing operations and activities for clients, at the client's premises or at ViQiT, based on an agreed hourly rate. The client is responsible for execution and direction.



### Sourcing

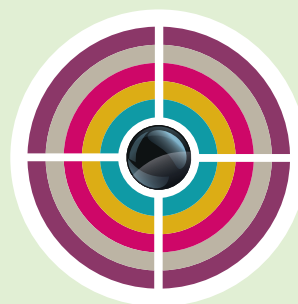
Herewith the responsibility for execution rests with ViQiT. Sourcing is based on clear result agreements, so expectations are clearly defined in advance.









### Training & Coaching

ViQiT trains your employees for their tasks and coaches them during the execution of these tasks. We either offer training/coaching as a standard product or as tailored made, whereby format is based on the client's requirements.

## ViQiT delivers services in



-  The Customer
-  Project definition
-  Application Lifecycle
-  IT Governance
-  Improvement Management
-  Quality Management

## ViQiT

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