



SOLUTION CENTER

The Solution Center is an operation model accredited in CMMI® L5 and ISO 20000, that is based on best practices ranging from service desk, development, maintenance, testing of products and services, covering their life cycle from conception to delivery and their sustain. This model integrates bodies of knowledge (or disciplines), which are essential when developing reliable and robust software products.

IT Commitment Unlimited

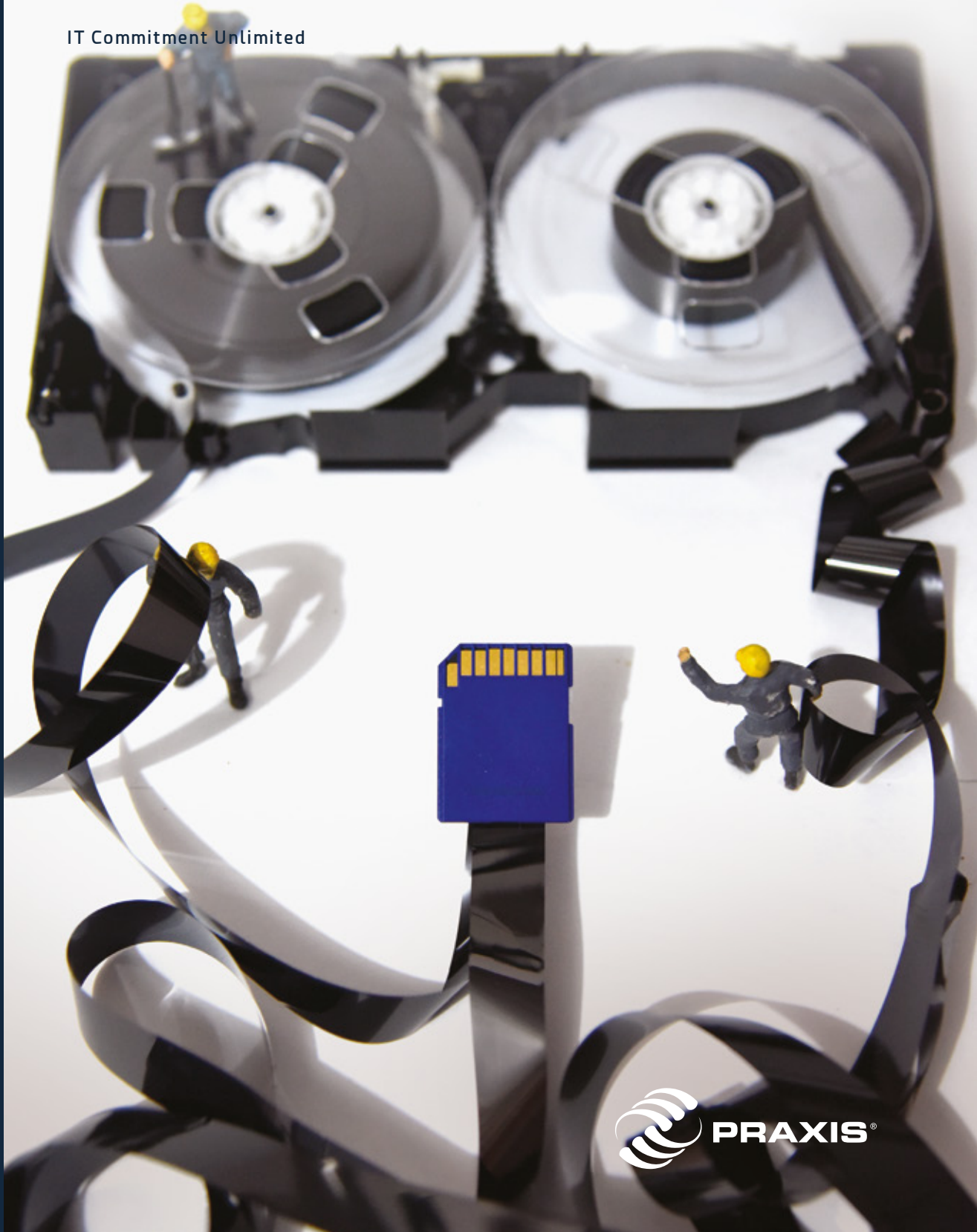
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STOP BUDGETARY DEVIATIONS DUE TO EXCESSIVE TIME AND COSTS

Nowadays, IT organizations and areas continue to present constant increases in operating costs, infrastructure, scarce control of projects and personnel. In addition, they may be presenting failures with their products and services, due to the lack of methodologies, processes, standardized tools and strategies that allow them to align IT services with the needs of their business. They even invest constantly in IT projects without adequately evaluate the impact they must have, generating excessive and unnecessary expenses.

REDUCE OPERATING COSTS AND WIN COMPETITIVENESS

At PRAXIS, for more than 20 years, we have been dedicated to providing consulting, development and information systems integration services. Through the Solution Center specialty, we offer efficiently and managed high quality comprehensive solutions focused on the outsourcing of the help desk, factory model, development, maintenance and testing of the systems area. We also address the outsourcing needs (nearshoring and offshoring).

In addition, we offer material resources and personnel highly qualified and certified in different technologies, having the expertise in the agile management of the personnel and with abundance to the processes established by the CMMI® and the PMI®, as well as the principles of the Agile Manifesto of SCRUM.

All our processes are evaluated in the strictest and recognized models worldwide.

SERVICES

Maintenance:

We perform corrective, evolutionary and preventive maintenance, as well as migrations and updates, managing the software correctly. In addition, we offer support at all levels, with the aid of our service desk in analysis and scaling processes.

Experience:

We have experience in tools, languages and architectures for the development of custom applications, generation of specialized components, creation or adaptation of products, as well as the implementation of solutions in the cloud.

Development:

Our projects are managed under a CMMI® L5 model, specialized in agile, to focus on the scope without losing control over delays in the project or unauthorized deviations of cost. We work together with the Project Office, in charge of centralizing knowledge, experience and best practices from pre-sale to closure.

Tests:

We evaluate the quality of the systems and the compliance of the standards with suppliers, as well as the internal developments before their production. We use methodologies, processes and tools that support decision-making, as well as the ISTQB® (International Software Testing Qualifications Board), to assess and notify in a timely manner the quality of the solutions developed.

Service Desk:

Managing work orders or tickets according to the service levels (SLAs) agreed with the client, we take care of the service cycle and periodically show indicators of operation related to the contracted service. We manage the capacity for better use and greater productivity. If required, our attention considers escalation with our main partners, as well as hybrid operation models with other active service desks.

BENEFITS



Reduction in net operating cost (TCO).



High level of satisfaction of all stakeholders.



Savings in physical location costs using the providers is facilities.



Access to traditional and agile international development and maintenance processes.



Reduction of the release time of up to 40%.



Reduction of loss of service requests and compliance with service levels in 100% of tickets.



Continuous improvement process with international evaluation.



Access to highly trained consultants with international certifications to solve level 3 or 4 of attention.



Access to experts in business solutions according to the industry they belong.