

The Stage Customer Experience

Stage is an innovative thought leader in IT transformation delivered through practical market solutions. At the heart of Stage are our people; industry experts in their chosen field with a passion for helping our customers achieve operational excellence.

At Stage, we believe in delivering solutions that add value to our customer's business. This is only the first element of caring for our customers; imagine a world where the value you get back from the money you spend is calculated from the outset. When you engage with Stage's Strategy, Solutions and Sales team, you get more than you may think. Behind every sales executive is a team of industry experts that analyse your challenges and requirements and recommend solutions to these problems with specific, measurable, achievable, realistic and time bound Return on Investment (ROI) in mind.

To help assess where best to focus the effort to achieve the anticipated ROI, Stage has developed the Stage Assessment Model (SAM). SAM is a unique platform for assessing where our customers currently sit on our IT maturity curve (measured against industry best practices), where they aim to be in the future and what needs to happen to address the gap. SAM will not only assess what needs to change but where to focus IT funds to gain the best results.

Stage's unique delivery model enables the definition, assessment, implementation, review and continuous service improvement of the solutions we deliver. Allowing our customer's to relax in the knowledge that expectations are managed throughout project delivery through to improving the solution based on the changing requirements of their business.

Our customer's receive the high standards of service through Stage's highly-qualified, agile Consultancy teams. Whilst each customer is appointed with a Delivery Manager who will lead the agile Consultancy teams they will be supported throughout every project by a dedicated Account Manager and the Delivery, Strategy, Solutions and Sales team. All solution deliverables are subject to detailed reviews by these expert resources prior to delivery to customers.

Finally, Stage is committed to providing documentation, mentoring and knowledge transfer to all its customers. Each project concludes with handover of documentation and, if required, knowledge transfer to allow our customers to fully realise the benefit from Stage's knowledge and expertise.

The Stage Delivery Model

We have a 5 step delivery model in place to ensure our projects are managed appropriately and to maintain our customer's requirements model.

Step 5 Re-Assess

As our customer's needs are always changing the re-assess phase of the delivery model is critical to implementing a continuous service improvement model. This coupled with Stage's phased optimisation / project model means that our customers can relax in the knowledge that Stage is focussed on continually optimising their IT delivery and support models.

At Stage we believe that it is common sense that IT organisations need to continually evolve to support the business, we know this from looking at the IT marketplace over the last 30 years. In an industry that never stands still how can the organisation that implements technology stand still as well?

Step 4 Review

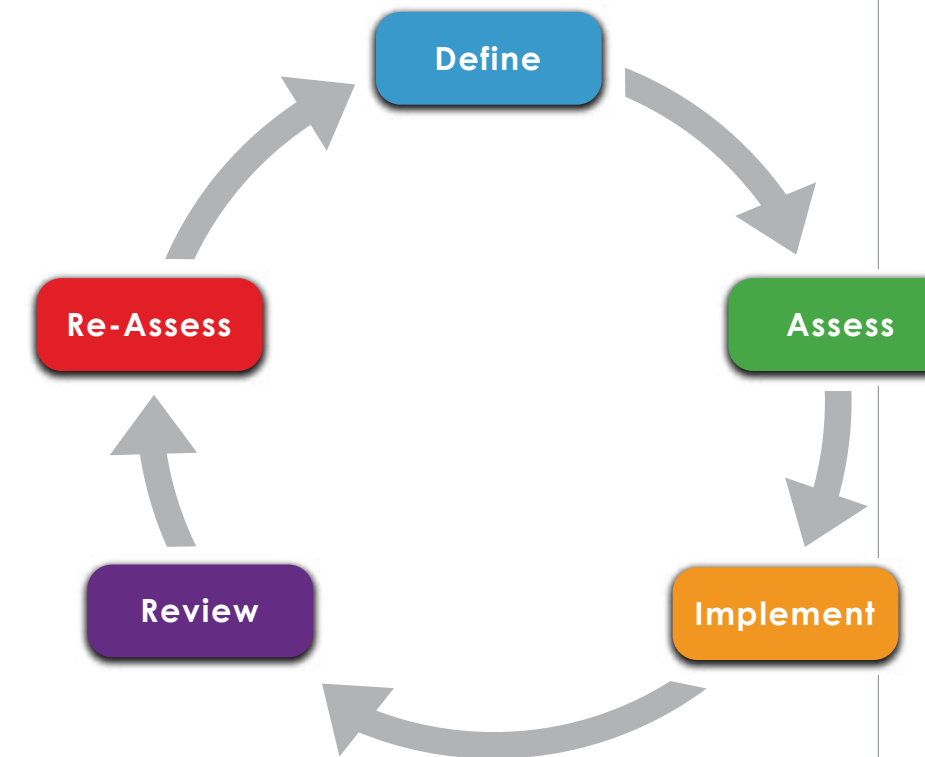
A key part of implementing any change is reviewing how well it has gone. This review phase will cover many areas such as:

- How well the changes have been received across the internal organisation
- How well the changes performed against expected ROI
- What benefits were realised as result of the changes e.g. reduction in production downtime
- What adjustments need to be made to adapt the changes to the organisation

This review process ensures our customers deliver a strategy that aligns to the business needs whilst evolving the IT department towards an optimised delivery model. Again during this phase required representatives from Delivery, Account Management and Strategy, Solutions and Sales will be present ensuring our customer's receive value from the engagement.

Step 1 Define

The first thing that we do is to understand your requirements as part of a presales engagement. During this phase the Solutions, Strategy and Sales team is at your disposal. Whether it's planning IT Governance, introducing Quality processes or a full lifecycle change programme, you will receive the day-to-day account management excellence you expect, however we believe that what really makes a difference is the strategic input and the passion that the Strategy, Solutions and Sales team can give to your business.



Step 2 Assess

Once the solution to the problem is understood, a Delivery Manager is assigned to each and every customer. At this point a period of assessment is carried out to ensure a detailed understanding of the current baseline. It is then compared to the requirements gathered during the definition phase to understand the gap and then a phased delivery model is produced to address the changes. Using SAM as a mechanism to produce this delivery model enables a faster implementation of change, ensures value is realised in the earliest phase of the project and that the expected ROI for each phase is understood from the outset.

Step 3 Implement

Once a phased adoption model is defined and agreed, the project moves into the implementation phase. The project plan will include project, implementation assurance and change management processes across organisational, process and lifecycle management areas, Stage's consultants will ensure alignment of the deliverables against the phased adoption model and provide continual reporting to ensure complete customer transparency. Of course, implementation of the changes is only effective with the right people and the right processes and with our mix of talent, bespoke processes and templates, industry partnerships and customer experience – we believe we've got it covered.

Benefits of using Stage

There are many benefits of using Stage's five step delivery model to manage governance, change and quality improvements across your organisation, some examples being:

- Pragmatic adoption models to ensure requirements are met
- Realistic expected ROI calculations to ensure benefits can be realised early
- Solutions and Service offerings that continually evolve with market strategies and existing customer's needs
- Agile solutions that can be taken on as holistic change programmes or tailored to meet individual customer needs
- Passionate people that care about our customer's businesses and the investment they make
- Our industry knowledge and experience to ensure straight forward communication across our customer's businesses
- Continual project reporting to ensure project quality and exceptional customer experience

Stage Background

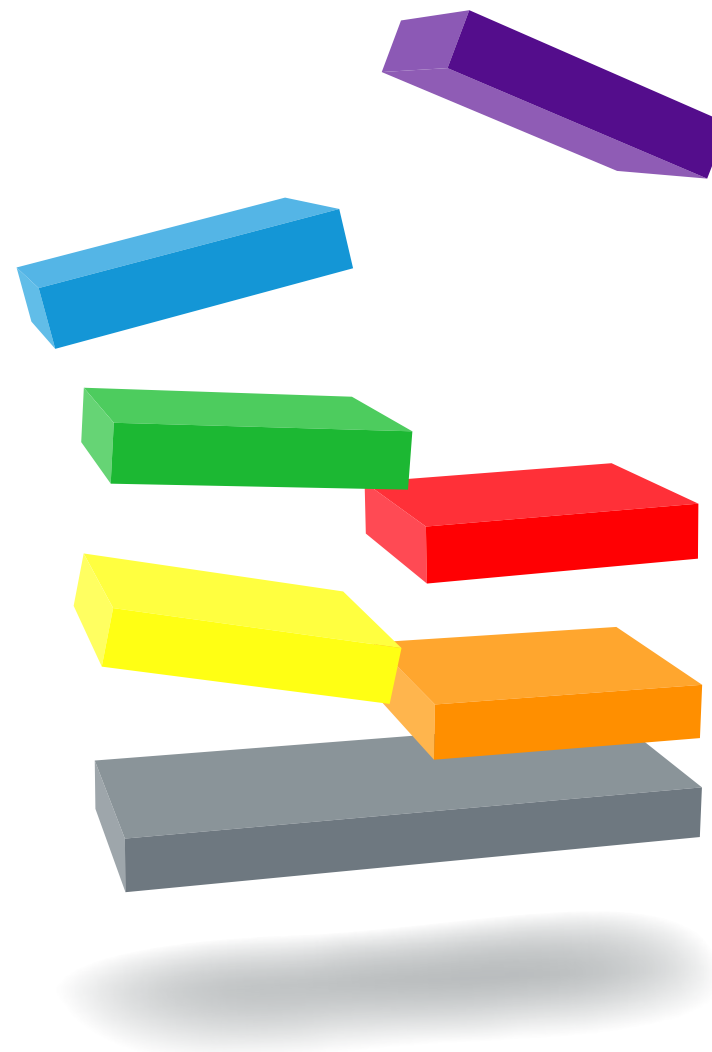
Stage was formed to offer exceptional consultancy services to all organisations of any shape or size and since our formation we have stuck to our mission of building a company that focuses on delivering value to our customers at the earliest point in the project lifecycle. Couple this with the strong quality management practices we employ across our customers' organisations you have a company that focuses on meeting your needs, whilst realising the return for your investment and involvement.

Stage's management and consultancy team has a diverse skillset acquired from many years experience in building and delivering complex IT solutions. Our five step delivery model enables these skillsets to unite to deliver exceptional service to our customers, from understanding your organisation and challenges through to managing the project and continuously improving the deliverables. We believe that to truly deliver solutions to match your needs, we not only need to understand your business but also the internal processes that support it. This enables Stage to become a partner to help drive your business model and not just a vendor of IT services.

The four key cornerstones of Stage are focussed on delivering exceptional customer service and valuable products to our customers, these cornerstones are as follows:

- Passion – Thought leaders and IT innovators continually reviewing and evolving the solutions we deliver to meet new industry challenges and our customer's business needs
- Accountability – Pragmatic, repeatable, accountable solutions and delivery models
- Integrity – Open, honest and direct communication
- People – The diverse skillsets and experience of our people

'Providing the Building Blocks for IT Transformation'



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