Our Client Success Capability

Providing strategic advisors, project experts, and advocates to guide clients through their digital transformation journeys.

Successful client engagements call for a systematic approach and strategy to project management—from requirements assessment to project planning to delivery and beyond. At Blue Altair, we attribute our high rate of success to a combination of the following key capabilities across strategy, implementation and managed services projects:

- **Project Management:** Sets high standards and follows best practices for all client programs and projects that are customizable based on client requirements
- **Robust Business Analysis (BA) frameworks:** Transforms complex business requirements into controlled implementation
- **Quality Assurance (QA):** Provides a broad set of testing capabilities beyond the scope of functional testing, and helps manage technology complexities, costs and security issues in our client's business environments

To ensure that our project management approach works seamlessly, we combine accelerators, processes and Agile, Waterfall or Hybrid project delivery models. For effective change and risk management, we use structured methodologies. Blue Altair leverages the expertise of our professionals who have earned both technical and project management certifications from top institutions.

Our Methodology

We have robust approaches, assets and tools for every stage of our engagement with clients—from project delivery and quality assurance accelerators, to API and Web automation frameworks, to business analytics. No matter where our project members are located, we work as one cohesive team. Our time-tested approach relies on our strengths in:

- Automated frameworks, accelerators and processes.
- Methodical and iterative management of projects—from initiation and planning, to building, testing and execution.
- Agile, Waterfall or Hybrid project delivery models—from solution and technical design, to build and validation, to subsequent support.
- Hybrid working style—seamless interactions and sprint planning between globally distributed teams through all phases of the project.
- Project governance model—tight interlock between the client and the Blue Altair project teams.
- Structured methodology for consistent change and risk management.

Project Management

Our project management processes can be easily customized for increased productivity. We tailor our approach to the situation at hand, be it a 10-week assessment or a long-term engagement spanning months, even years, Irrespective of the size or duration, we stay true to project management best practices.

One such best practice is timely and effective communication with relevant stakeholders. Clear and concise reporting enables this communication. We provide automated, dynamic and customizable reports to provide a holistic view to stakeholders and instill confidence on the progress of a project. Reports are based on our proprietary reporting tools, or can be from inbuilt tools such as JIRA, Tableau, Jenkins and other software.

For every client project, we onboard a dedicated Client Success Manager who:

- Manages the client relationship and serves as the key Point of Contact for client and internal communications.
- Understands the contract, statement of work, contract terms, and manages any Change Requests.
- Develops project plans and detailed schedules.
- Manages project scope, schedule, and staffing.
- Identifies and manages risks, issues, and dependencies.
- Oversees deliverable completion, quality assurance, and submission.
- Tailors a managed services solution to enable future flexible projects, programs, and change management services.

Business Analysis

Business Analysis provides tech-savvy business analysts who bridge the gap between IT and the business, with a focus on requirements, to ensure success throughout the project lifecycle. We transform nuanced business requirements into achievable goals. Our lucid business analysis frameworks transform complex needs into controlled implementations.

Our business analysis service is aimed at organizations that need to:

- Assess benefits of and/or initiate a digital transformation of a new or existing business.
- Assess an organization's current applications to identify where new technologies, trends, and techniques will provide greater efficiencies and value.
- Leverage process automation to unlock efficiencies and provide greater value to the organization.
- Conduct targeted or wide-scale Business Process Reengineering using digital transformation to achieve change.
- Bridge gaps between stakeholders and the development team.

Quality Assurance

Blue Altair provides businesses with a broad set of testing capabilities beyond the scope of functional testing. By addressing the increasing need to shift quality assurance from functional to business assurance, we are better aligned to our client's technological complexities, costs and security issues of their business environments.

In keeping with our goal to automate project requirements and end-to-end management, Blue Altair has introduced a comprehensive, customizable and reusable automation framework for testing REST APIs and web-based applications. Our domain and technology testing professionals are highly skilled in performing different types of testing—functional, automation, API, performance, security and much more—for delivering robust projects.

Blue Altair helps businesses set up centralized testing centers of excellence, and provides managed testing as well as project management services.

Addressing Complex Business Needs

Over the past several years, we have added immense value to clients' businesses with our methodologies and customizable best practices. As shown below, we have helped our clients implement industry standards for product quality maintenance, project, process and people management, and delivered robust solutions across industries, including banking and financial services, healthcare, and retail.

Project Management

Challenges

Absence of streamlined best industry practices with respect to:
- Methodologies
- Tools and technologies
- Documentation
- Project planning, execution and hypercare support

Our Solutions

- Drafted overall project plan, project closure report
- Defined best practices for end-to-end project execution and customized them as per client needs
- Detailed comparative analysis of tools and technologies for ease of decision making
- Defined the project execution model and methodologies based on client requirements (e.g.: Agile-Scrum, Waterfall)

Business Analysis

Challenges

Absence of:
- Identified business needs and probable gaps
- Defined and documented business requirements
- Stakeholder coordination for timely clarifications
- Dev and QA team coordination

Our Solutions

- Articulated functional and non-functional business requirements
- Facilitated clear and concise communications between IT and business stakeholders
- Demonstrated value of Process Transformation to existing processes to create value
- Followed the Epic-user story traceability for coverage for Scrum-based projects

Quality Assurance

Challenges

Absence of:
- Standardized processes for an overall QA program (Test Management)
- Documentation
- Automated frameworks
- Automated reporting

Our Solutions

- Defined end-to-end project execution test phases (E.g.: ST, SIT, UAT, Regression)
- Developed test strategy, test plan, status reports, test closure reports, defect and other reports
- Designed in-house API automation framework using Rest Assured and web automation framework using Selenium and TestNG
- Integrated automation frameworks with Jenkins and JIRA for auto-generated reports

Driving Digital Success

Our Partnerships

To serve the diverse needs of organizations in a rapidly changing business environment, we combine our advanced product knowledge and domain expertise with an in-depth understanding of our clients' business objectives. We collaborate with leading technology partners to build an ecosystem that enables us to leverage modular, scalable, production-grade data management across an enterprise.

The Blue Altair Promise

At Blue Altair, we understand the significance of helping businesses define a winning strategy. Our mission is to drive innovative solutions to keep business strategies ahead of the curve by adopting transformative technologies, streamlining technical capabilities and maximizing ROI. Regardless of project size, we pride ourselves in delivering the best value for your investment. Blue Altair's biggest strength is our combination of integrity with excellence, and that's our commitment to you: results that exceed your expectations and earn your trust for future business needs.

About Blue Altair

Blue Altair is a niche, industry-recognized business and technology consulting firm that assists our clients with digital transformations. We offer Assessment and Strategy, Technology Implementation, and Managed Services in API Management and Integration; Data Management; Digital Application Development; and Data Science and AI. Our Client Success capability ensures a higher-than-industry rate of successfully delivered projects, with a primary focus on program and project management, business analysis, and quality assurance. Blue Labs is our innovation hub, where we use cutting-edge technology to build offerings that deliver accelerators and solutions. Our culture is the heart of our existence, and our core values are the key drivers for our handpicked, top-tier performers.

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Driving Digital Success

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