



CASE STUDY

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THE CHALLENGE

Business and systems analysis were the key roles Genisys played in getting a range of projects from initiation through to implementation, for both the Au Pair in America and Camp America subsidiaries of the business. Genisys worked with AIFS's permanent developers and DBA and were happy to use their preferred business and system analysis methodologies.

PRINCE 2 was used as the framework for all the projects, with Uniform Modelling Language (UML) use cases and more recently business process modelling through Business Process Modelling Notation (BPMN) to produce comprehensive documentation to aid development of new and amendments to existing functionality. Much emphasis was put on creating good rapport with the business in order to establish trust and collaboration, as well as building a good working relationship with permanent members of the IT department.

THE SOLUTION

- Running Joint Application Development (JAD) workshops to define and agree user requirements.
- Where appropriate undertaking 1:1 requirements gathering interviews with users and stakeholders.
- Conduct project activities under a PRINCE2 framework.



- Using the client's processes where required, whilst recommending different or supplementary approaches where appropriate.
- Provision of user training for systems delivered with the help of Genisys.
- Support for and assistance with any user acceptance testing activity.

THE BENEFITS

- Business satisfaction that their needs were taken care of in shorter timescale due to an additional analyst resource being available.
- Converting laborious manual processes into automated processes freeing up resources and reduce user errors.
- Introduction of new enabling technology (video).
- Greater knowledge and understanding of current business processes.
- Enhanced management information reporting.
- Eight projects delivered in a wide range of disciplines including the "Refer a Friend" Programme

Founded in 1985, Genisys Group is a successful global IT Solution and Service Provider. With a keen focus on providing services and solutions that drive down operational costs and increase system availability, Genisys has become known for being specialists in server and networking technologies. Building on this skill and understanding of the hardware platform, Genisys is able to deliver expert solutions and services for your company.

Genisys prides itself on a commitment to quality and innovative technologies. This commitment is reflected in our accreditations with our strategic vendors, like HP and Microsoft. Thanks to this, our clients can be confident that the solution we recommend is the right decision for their business needs.

