

Services Overview

So how can CSSI guarantee its work? It's Simple. To deliver better solutions and best of the services, we devised a better process.

Save Time and Money -“Max Rad®” Methodology

MaxRad® methodology is the next level of Rapid Application Development. MaxRad is based on the Microsoft Solutions Framework (MSF) and the software Capability Maturity Model (CMM). Using these proven methodologies as the foundation, CSSI has built a defined, repeatable and highly adaptable approach that emphasizes innovation, creativity, teamwork and results. Essentially, a total integration of left- and right-brain thinking that produces robust, effective solutions in much less time.

With MaxRad as the blueprint, our software solutions evolve through a defined yet flexible process that looks at the big picture and not just isolated aspects of your business.

CSSI Guarantees:

- Meeting the deadlines promised
- Completing the service for the quoted price
- If something doesn't work the way we said it would - including bugs, for as long as you own the software – we'll fix them at no charge.

For your benefit and to avoid common problems, CSSI:

- Builds in a basic training program for your employees
- Provides generic and specific user manuals
- Creates a model office and an initial help desk/support system, if necessary

For additional, long-term security, CSSI offers support contracts that include:

- Regular software maintenance
- Enhancements
- Upgrades

On time, on budget, guaranteed results. It's probably what you promise your clients. And you can hold us to the same standards.



Custom Solutions

Sometimes, using an off-the-shelf product will not satisfy your business needs. CSSI helps you determine if a customized solution makes sense for you.

CSSI designs, develops, and implements a custom application to meet your individual requirements. CSSI ensures that the new solution integrates with your existing environments allowing you to leverage your investment while taking advantage of technological advancements.

MaxRad® Methodology

CSSI follows its MaxRad® methodology to design and develop business solutions. With extensive background and experience in applications development CSSI focuses both on traditional client-server and newer Web-based systems.

The CSSI team works closely to identify your requirements and select the appropriate technologies for scalability, performance and reliability. To avoid duplication of data, and to track, manage and analyze application testing results and incidents efficiently for Quality Assurance, CSSI uses Incident Track (“ITrack”) in tandem with RAD Manager. This system facilitates the development staff while assigning and completing incidents. It also allows automated emailing of status and summary reports to all team members improving efficiency in the Software Development Life Cycle (SDLC) process.

CSSI Expertise

CSSI helps companies from concept to maintenance, over the entire software development lifecycle that includes:

- Requirements Analysis
- Systems Assessments
- System Design Strategies
- Project Plans
- Specifications and Standards
- Contingency Plans
- Prototyping
- Coding
- Testing
- Data Conversions
- Model Office
- Documentation
- Implementation
- User Training
- Support
- Maintenance



Legacy Migration

The business environment is characterized by rapid change. To keep pace with changes, companies need technology systems to be agile and nimble. Legacy applications are at the heart of many companies' day-to-day operations. But if they fall short of meeting business needs, the impact on the business can be substantial.

Common Issues with Legacy Systems

- Inflexible systems lack capabilities to handle current needs
- Multiple applications written in various languages, often without documentation
- Lack of adequate system support
- Unpredictable performance, leaky security, and data compromise

CSSI Knows Legacy Migration

What about those parts of a solution that are working for your business? When switching cold-turkey to an entirely new system is not appropriate, a combination of migration, rationalization and retention of legacy systems is key to the success of transformation.

At CSSI, **legacy transformation** is a core competency and comes from nearly two decades of applying business understanding to find innovative ways of transforming systems.

- Precise understanding for a practical solution
- A perfect blend of migration, rationalization and retention of legacy systems to reduce cost of migration
- Reduce application downtime
- Increase competitive advantage
- Save substantial amounts of money
- Reduce risks
- Keep up-to-date with the best practices of the industry

Mainframe Migration

We deliver legacy modernization and migration solutions. Our leadership and experience takes the risk out of mainframe migration.

Application Integration

There are numerous difficulties when undertaking a systems integration project. Hardware and software platforms, databases, implementation languages and design philosophies all contribute to a significant challenge in building connected business systems.

Efficient Integration for Flexible Systems

Success depends on making your existing systems flexible. CSSI's diverse technological experience can help. CSSI offers "end-to-end" IT systems integration services including:

- Application Enhancements
- Application Development
- Data Bridges and Pumps
- Interface Engines
- Data Warehouses
- Data Conversions
- Data Management and File Processing

Application Maintenance & Support

The rate of change in technology has increased tenfold. Existing software and systems that serve today's business needs may be incapable of meeting tomorrow's demands.

Continuous Maintenance and Enhancement

Your applications must quickly adapt or evolve to keep pace with changing business needs and advancements in technology. In addition, as your business grows, the demands on existing applications will increase, and you must ensure that they are stable and available when your customers need them.

The CSSI Perspective

CSSI approaches systems rationalization from a business perspective. We target the lowering of the budget needed for maintenance while simultaneously improving application suite performance, responsiveness and lifespan.

CSSI's application maintenance and enhancement programs include:

- Quick turnaround of service and change requests
- Preventive maintenance to forestall problems
- Planned and phased enhancements to improve performance of applications
- Helpdesk and production support for problem and incident management
- All of these are tied to mutually agreed upon SLAs

Benefits with CSSI

CSSI is an organization with the flexibility to tailor our solution engagement to suit your specific needs. CSSI has built an extensive offshore leadership with a well trained, wholly owned team. This speeds up knowledge transfer ensuring that you reap the maximum benefits an offshore development provides without losing control. With CSSI, off shore means an extension of the people you're doing business with here in the states with all the guarantees, safeguards and protections you expect.

This collaborative model delivers four tangible benefits:

- It allows an offshore capability with no customer worries
- Enables the customer to develop process mastery
- Promotes innovation
- Keeps control with the customer

Data Management

Decision makers are at every level of an organization. Local decisions are more immediate and more relevant. The goal of Data Management solutions is to ensure that stakeholders are given accurate information when it is needed.

One of the consequences of implementing new solutions is what to do with your existing information. Conversions can be difficult, time and ultimately determine the success of your new solution.

CSSI's Experience

CSSI has experience building reporting systems solutions, often referred to as "Business Intelligence (BI)". experience extends beyond the front-end interface to data warehouses and consolidating and migrating data among database platforms such as SQL Server, Oracle Database, IBM DB2, Informix, and MySQL.

CSSI has extensive experience in conducting data conversions which allow mining, extracting and collecting of data, and reorganizing and repurposing it for evolving new applications and technologies.

CSSI, as Your Partner:

- Works closely with you to establish exacting requirements.
- Assumes all facets of the IT data conversion relieving your in-house resources to focus on central and mission-critical operations of your company.
- Provides an infrastructure for easy and efficient progress of the work till work completion.
- Possesses a successful record of converting databases and files from legacy systems into state-of-the-art databases and data structures.
- Provides a world-class mix of consulting, management, production, and outsourcing services tailored and proportioned to your particular needs.
- Melds its experience with the latest cutting-edge technology.
- Provides the best approaches and the practical advice required to get the job done properly.

We view our job as finished only when your data is delivered and deployed successfully.