

COMPASS PLUS

Let's talk about
remote project
delivery



Working remotely

Remote working is not a new trend and, here at Compass Plus, we want to assure you that we have many, many years' experience of delivering successful projects remotely – regardless of your size or geography, we've got you covered.

We know that managing a project remotely can seem daunting to some, especially in our industry, but you can believe us when we say that we know what we're doing. We are experts in delivering projects of all sizes across cities, countries and time zones – we have learnt lessons along the way, we know the challenges you may face, we can help you overcome them, and, most importantly, make you feel supported every step of the way.



Don't just take our word for it – global industry specialists PayX International rated our software number 1 in the world for effort to implement!
Here is how we can make your life easier...

Regional teams – We have people located across the globe. Whether it's our highly trained team, or our extensive network of partners, we can ensure your projects maintain momentum at all times. Our team is trained across all of our platforms, products and services, making us always ready for your evolving requirements.

Project implementation – From scoping to go-live, we have the right skillset and tools available for the entire project lifecycle to be carried out remotely, without any loss in quality, efficiency and, of course, security.

Security – Not only do we operate PCI-compliant infrastructures using remote access tech and tools for the implementation of our software in our processing centres, we can use this experience to ensure secure, uninterrupted project delivery to customers running our products in-house or in the cloud.



Implementing projects remotely



Discovery

Projects vary hugely in terms of both scope and complexity, so to ensure we are all on the same page, we kick-off each project with a scoping study and interactive workshop. The beauty of beginning a project remotely is that we are not constrained by the number of seats a conference room can hold, or attendees' increasingly busy schedules. We can engage as many people as needed (from both sides) as scoping via video conferencing tools make it easier to plug-in the wider team. This methodology leads to a more diverse audience, a greater level of contribution, a more fine-tuned solution, and a more engaged team from the start.



Solution design and customisations

It goes without saying that this phase is always carried out remotely, after completing a thorough discovery stage. Not only will we ensure that all specifications have been reviewed and finalised by you, our experienced project delivery team will be in-touch with you regularly to ensure that we are delivering what you want. Our expert development team will work to ensure the integrity of your solution, not only from a technology perspective, but from the compliance side as well. When it comes to developments, our level of involvement can vary depending on how hands on you want to be – from providing you with traditional vendor-led customisations to engaging with your chosen third-party, or guiding your in-house development team.



Laying the groundwork

While we would usually be with you on-site during this phase, we will be on hand to support you through this stage remotely, recommending the optimal hardware and system specs to run your payment infrastructure. Remember - whether it's on-site or in the cloud, we have the know-how.



Secure delivery

We can install and set up your system remotely without compromising security, supporting you through testing and certifications using our remote access tech and tools. While this stage will require more of your involvement when carried out remotely, rest assured the extra input will be worth it, as any increased involvement from your side at this stage will lead to a shorter post go-live adaptation period for your team.



Training

Not only do we have training specialists who can ensure your team know everything they need to, the remote nature of your project means that your team will have benefitted from hands-on training throughout the entire project lifecycle.



Testing

The key to a successful go-live is to test, test and test again. While usually owned by you, don't worry, we're in this together and will support you through every testing cycle and make adjustments accordingly.



The big 'M'

Of course, we're talking about migration... You could say we're the authority when it comes to migrations, with these types of projects making up a huge proportion of our business cases. Whether your preference is for a big bang or phased migration, we've got you covered.



Pilot

It's good practice to pilot the system before full roll-out so that you can assess true performance in a controlled-but-live environment. We will make sure that we are on-hand to guide and support you through this crucial stage and quickly make any necessary adjustments.



And finally, go-live

This is the moment we've all been working towards, and we will be there to support you as we adeptly complete this critical hurdle as part of your team, not just your software vendor.



Aftercare

We know that the true test of a software vendor is what comes next, and this is where you separate vendors from partners. Anyone can deliver software, but when the real world is in play, the playing field is unpredictable. We know how to deal with things if they go sideways, regardless of initiator, in fact, we anticipate surprises and have a proven track-record of successfully addressing them.

Tips & tricks

We've been around the block and know a thing or twenty about ensuring your project is delivered successfully so, before we leave, we wanted to share a few key tips and tricks we've learnt along the way...



Kick-off the project with a thorough discovery phase

Arguably the most important part of the project, the discovery phase sets the scene and scope for the entire project – involve as many people as you need to, from business to ops, and ensure the solution requirements are exhaustive and that everyone is on the same page before moving on.



Maintain achievable plans under pressure

Of course, there will be pressures from above, project deadlines and phases that cannot start until another has been finalised. When the pressure mounts, it is important to truly understand which tasks are a priority and what can be delayed until later.



Train up

This is the only way to ensure smooth sailing for business as usual. Hands-on training doesn't mean throwing your BAU team in the deep end and making them learn on the live system.



Stay focused

We know your business team is enthusiastic and creative, and our platforms fuel that. As the project develops and you learn how much more you can achieve outside of the project scope, remember your key objective, and that time is of the essence when it comes to launching new products and systems. There will be plenty of time to enhance your offering later – don't rush this, no one wants half-baked solutions built on good intentions.



Test, test and test again

We cannot say this enough – think you're done with testing? Why don't you test that theory by testing again? Every corner cut in testing is a corner added post go-live.

