

## Our capabilities



### PROJECT MANAGEMENT

Our consultants are PRINCE 2 accredited and understand the value of true project management. The BE project management approach is flexible. We have found it vitally important for successful projects, that we combine best practice project management methodologies with our consultants' extensive project experience to provide you with an adaptive framework which can be customised to meet your individual project requirements.

Many organisations have developed their own in-house approach to project management and our consultants are equipped to adapt and use these customised methodologies where preferred.

Underpinning our project management approach is our aim to develop a good working relationship with you so that our working style has maximum impact. We are keen to foster a knowledge sharing environment where we can transfer our skills and experience to you while at the same time being receptive to the insights that your staff can provide.

### WORKING WITH YOU

We pride ourselves on the soft skills and relationships our consultants foster. By combining all our technical knowledge, we are able to work with you to make any project successful. Our consultants have strong ties within the industry and we often call upon these contacts for specialist tasks. We have strong links with senior IBM executives and are regularly called upon to 'dissect' official statements to find the value for your business.

Our consultants are regularly asked to speak as industry experts at conferences and events. We believe this is important as any business may rely upon our judgement to make important business decisions. We would be remiss not to ensure that we can give you the best information possible.

Bluewave consultants provide the best of both worlds; both a strong team member with detailed information and ideas, and an external consultant capable of communicating the business value to your CEO/CIO. We appreciate both areas can be just as important and will work with you to ensure the best possible outcome.

For further information on how Bluewave Technology can help you please contact



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## BLUEWAVE TECHNOLOGY KEEPING "LEASEPLAN" ON THE MOVE

A detailed case study report



bluewave The Software Solution Experts

[www.bluewave.ie](http://www.bluewave.ie)

IBM Lotus software

A Bluewave Group Company

## OVERVIEW

### BUSINESS

LeasePlan Fleet Management Services (Ireland) Limited

### THE CHALLENGE

To put in place a contract for the provision of Domino based Development and Administration services. The services to be available on a permanent and draw down basis supplemented by a access to a full time Domino help desk.

### THE SOLUTION

Choosing Blue Wave Technology to deliver certified Domino development personnel to support existing systems as well as deliver development services for the provision of new applications. Blue Wave also provide draw down support.

### THE BENEFITS

Blue Wave Technology can ensure that LeasePlan has access to fully qualified and certified personnel. Further more with access to draw down services, the company can scale up and down as requirements dictate without the commitment to a full time team.



LeasePlan consists of a growing international network of companies engaged in fleet and vehicle management, mainly through operational leasing. They deliver the option to outsource your fleet and the day-to-day management of vehicles and take care of maintenance, vehicle replacement, insurance and reporting.

Blue Wave Technology have had a long association with the Leaseplan helping to ensure that the Leaseplan extract the maximum value from their investment in Lotus Notes. For the past number of years Leaseplan has wished to ensure that it can maintain consistency in the support of its Notes environment and applications and to that end has engaged the services of Blue Wave Technology to deliver a Notes support and maintenance service.

Blue Wave Technology have a strong track record in the delivery of on & off-site maintenance and support of a Domino environment. The key aspect to the solution was to ensure that the client could have access to expert support as and when required, whether on site or through a service desk. After a bidding process Blue Wave were chosen as the vendor to supply the services required. The client engages a full-time developer to maintain existing Notes applications and to build and develop new applications as the business dictates. A key component of the solution requires that the full-time aspect of the solution be delivered by a resource with clearly demonstrable certified Domino development skills as well as the requisite skills to handle requirement gathering and the analysis skills to design the application. It is also essential that valuable business and process knowledge that has been built up by the primary resource is retained throughout the delivery of the contract. This was a key selling point to LeasePlan by Blue Wave Technology.

Since the Blue Wave Technology model resolves around the employment of permanent as opposed to contract employees, we are perfectly placed

to ensure we have control over the resources we propose and we have consistently delivered on this point this over the past 5 years.

As the requirements of LeasePlan change throughout the year Blue Wave Technology have been able to supplement the development team as and when required. This we have done at short notice when necessary and it has ensured that Leaseplan can quickly respond to business changes. The personnel that are required also includes infrastructure experts as outlined below.

As the requirements of LeasePlan have changed, the requirements have also included the use of full time on site Domino infrastructure personnel. Again all the criteria that are important with the provision of Development services apply to the Administration services in that the retention of knowledge is a key factor to the successful execution of the contract.



Blue Wave Technology also provide a full time Notes Administration consultant to LeasePlan as well as draw down access to supplemental resources as required.

“Resources that are familiar with the environment ensure valuable business and process knowledge is maintained.”