

## Expert Solution Design & Implementation Services that provide customer simplicity for complex requirements

PFH Professional Services are expert in the identification, design, test and implementation of IT projects and solutions to meet technological and business needs. Our experience ensures that a structured and measured approach will turn complex requirements into apparently simple implementations. Our areas of expertise include virtualisation solutions; complex storage area network implementations; high availability solutions; as well as migration and upgrade projects and messaging and security solutions. Our typical approach to a design and implementation project is based on proven project management methodologies and expert technical architecture and implementation resources.

### Our approach:

**Definition:** The birth of a project is with identifying a need and determining that a project is required to meet the need. In this phase the technological solution is conceived and our services assist in defining how technology can meet the business need.

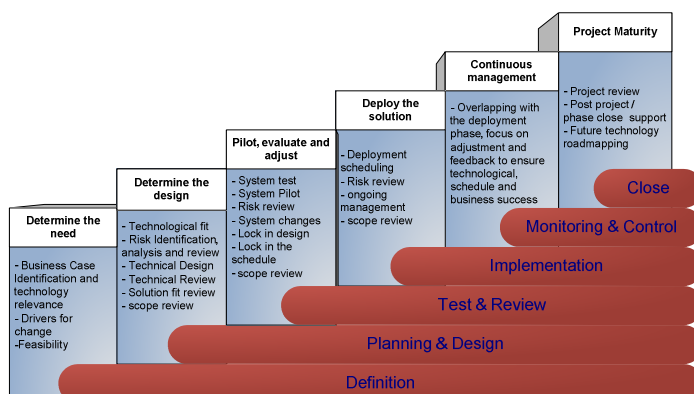
**Planning & Design:** Depending on the project, the solution is designed and architected, risks identified and mitigation put in place and a preliminary scope agreed for implementation.

**Test & Review:** The solution and underlying architecture is tested to ensure the design and project deliverables are met, then a pilot is deployed to allow for real environment testing. The results of this are fed back to the design, adjustments made, and a final scope for implementation put in place along with schedules and other customer requirements.

**Implementation:** This is the next stage and involves the delivery of the tested solution. A team approach is taken to ensure effective and timely delivery within customer constraints.

**Monitor & Control:** This is an iterative process throughout the project lifecycle focused on managing and adjusting both the technical and environmental deliverables and approach to meet the changing project requirements. Through effective monitoring and control project deliverables and timelines will be maintained.

**Project Maturity:** On completion of a project, effective closeout is conducted to ensure knowledge transfer completion of outstanding tasks and effective planning for future undertakings based on the project products.



**Figure 1.**  
PFH Methodology for successful technological solution implementations