

When others have failed,
we excel at solving
complex technical and
delivery problems



When situations are challenging and time critical, when others have failed to find a solution, we help customers to quickly overcome their unique, complex and difficult technical and delivery problems. Our engagements contain elements of:

- **Technical Problem Management:** Ensuring decisive action is delivered effectively.
- **Technical Problem Crystallisation:** Taking a situation that lacks clarity and turning it into a fully explained problem to be addressed.
- **Technical Solution Identification and Creation:** Formulating, designing and implementing the correction of underlying technical issues.
- **Technical Solution Validation:** Evaluating the correctness and effectiveness of changes prior to and after deployment.
- **Delivery Problem Reviews:** Assessments of why deliveries went or are going wrong.
- **Delivery Problem Remediation Support:** Ensuring that remediation is implemented correctly.

How We're Different

What sets us apart is our people. We have deep expertise and have been solving problems for a very long time. For us, the more difficult, the more unique and the more complex the problem the better. Our success is based on three key factors:

- Exceptional technology understanding and technical skills
- Disciplined delivery and end game management
- Rigorous assurance practices, testing our own work, and an absolute commitment to quality

We offer a combination of both deep delivery capabilities and technical knowledge. Work on delivery problems is supported and accelerated by our technical knowledge, and work on technical problems is enabled by our delivery management capabilities. This 'single source of expertise' makes us the ideal problem solvers.

Our depth of knowledge and experience means we assimilate unfamiliar technologies rapidly. Our team's wide experience and seniority means we can operate autonomously within a customer's ecosystem with minimum support.

When teams are struggling to decide what to do next, we are experts in synthesising options. We consider ourselves a 'critical friend' to our customers. We have a clarity of vision, and will build the right solution that will take our customers into the future, not just for right now.

We Move At Speed

One of our key differentiators lies in the simplicity of working with us and the speed of engagement this allows. We can respond rapidly to a customer's needs. We offer a tight, focused engagement model with low contractual overheads, simple agreements and minimal due diligence requirements.

Once engaged, our approach is proactive and action orientated - we aim to get up and running quickly, start moving forward and get things done. We can finalise the commercial details in parallel. We are proficient in operating within highly regulated and highly secure environments. We are also experienced in operating within complex supplier ecosystems, whether that be working with in-house teams, global systems integrators, delivery partners, hardware/software vendors, and/or IT services vendors.

Our Values

Inventive

We challenge conventional thinking and consider all solutions, including those that aren't always apparent. Our innovative approach ensures we deliver the most appropriate solution to resolve our customers challenges, no matter how difficult or complex those challenges may be.

Dependable

We have repeatedly proven that customers can depend on us to take ownership and deliver positive outcomes. Our commitment, experience and systematic approach, means that you will always be in a 'safe pair of hands' with us.

Flexible

We react quickly in times of trouble and readily adapt to changing goals and situations. We provide a variety of working models, including team augmentation, fully managed service and turnkey solutions and outcomes. Our flexibility gives our customers a real advantage.

Competent

We offer a deeply experienced tight-knit team who have been working together for many years. We are sharp, focused and completely committed to providing quality solutions that make a real difference to our customers.

Customer Successes

Our problem management and technical capabilities have been the pivotal factor that has ended many a CxO's sleepless nights. The organisations we've helped are diverse, ranging from blue-chips to start-ups, covering a wide range of sectors. Our successes include:

- **Banking, Financial Services & Insurance:** A leading insurance company was demerging to form two separate companies, in a deal worth £2billion. With the completion deadline looming and the customer's System Integrator struggling to migrate over twenty years' worth of business data in time, forecasts indicating a three month overrun, we took over and completed the migration within four weeks.
- **Engineering:** A failing embedded software development project that had been sold as part of a multi-million pound contract with Exxon, was suffering from broken software development practices and low quality software implementation. We assessed and turned the project around in time to meet the contractual requirements, and established an effective in-house research and development function.
- **Manufacturing & Distribution:** Every day, order bottlenecks were affecting guaranteed despatch times. For over two years, the automated order picking and despatching process had been in hypercare, with people working late into the evening to nurse it along. Multiple attempts to identify the cause had failed. Brought in as a last-ditch attempt to solve the problem, we identified the cause and fixed it within one week.
- **Technology:** Asked to evaluate whether a new software solution would scale, we soon found it wouldn't. We concluded the code, generally, wasn't fit for purpose and we rewrote it to ensure its resilience and scalability before handing it back to the client.
- **Telecommunications:** A high-profile customer self-care project with multiple third-party vendors involved had stalled for three years. The new CIO turned to SQC, trusting us to deal with this challenge as we had solved other problems for them before. Following a rapid situation assessment we then spent eight months leading the project to resolution and roll-out.
- **Travel & Leisure:** The new complex, multi-system booking solution was slow and unstable. The launch date was fast approaching. Over four weeks, we identified root causes and fixes improving the situation one step at a time. With 48 hours to go until launch, the last critical issue was identified and rectified by patching a third-party application using a back door method in a 2am debugging session.
- **Public Sector:** Intermittent credit card mischarging was threatening the launch of the UK's first major cycle hire scheme. The Systems Integrator running the project had been struggling with the problem for six months. The senior stakeholder, his flagship policy on the line, was receiving daily updates on this one defect. The search for help ended with SQC. We identified the problem on the first day we looked at it and a fix was implemented within two days.

"We've not seen any more database overload issues, nor have we seen the 2,500 per hour problem reappear. Cyber Monday was our biggest day this year with 46.7k order lines and we were able to process them through the system without issue. A massive win for us."

- CIO, Ralawise

"SQC demonstrated the ability to span from system test to large integrated solution verification, and from working with developers to reporting to global CTOs and Global Vendor counterparts, analysing and driving the result. Really great."

- Head of Digital Technology, Vodafone

"Not only did SQC manage to get integrated and appreciated very quickly by the whole team, but they became an invaluable member of the team. With their expertise and leadership we managed to conclude very successfully the most visible and important project of the whole year. Truly a great job."

- CIO, Vodafone Italia

About Us

SQC Technology was founded by Neil Hudson in 1991, initially as a provider of software testing services. Since our inception the range of services we offer has grown significantly. In addition to problem solving, our services range from providing clients with advice and leadership through delivery and assurance work.



Advisory

We are a trusted advisor giving sound and honest advice on difficult, complex or sensitive matters. During planning, execution and when things are not going well, we provide:

- **Clear Vision:** We consider challenges cohesively.
- **Independent Thought:** We do not 'follow the crowd'.
- **Systematic Analysis:** We are methodical, disciplined and provide clear reasoning.
- **A True Partner:** As well as providing sound advice, we will challenge, when necessary, even though it may not be popular.



Leadership

Our leadership skills combined with our expert knowledge, gives us the rare ability to lead both strategically and operationally. We take complete responsibility for leading any activity required to achieve success.

Our leadership style is calm, focused disciplined and clear, with a culture of approachability, openness and integrity. We lead by example and will challenge norms and conventions if we feel they are preventing success.

We lead knowing the 'content' of what is being done, rather than administratively chasing a set of generic 'tasks'.



Delivery

Strong analysis, design, software and technology engineering capabilities combined with excellent engineering management practices, place us in the perfect position to deliver niche, complex and critical software and technology-centric changes, projects and outcomes. We specialise in:

- **Crystallising the Need:** We turn vague and inconsistent expressions of need into clear requirements.
- **Shaping the Solution:** We formulate sound solution designs that combine high level structure with exploration of critical details.
- **Robust Implementation:** We create products that are robust and reliable.



Assurance

We specialise in assuring sophisticated, high-intensity, critical projects and systems for organisations of all sizes.

We develop sound knowledge of the business domain, the business model and of the solution intent as the basis for any project or product assurance work.

We assure programmes and we assure solutions. For programmes we assess and advise. For solutions we shape what is required and then we guide or manage or deliver these activities in line with our clients' needs. We assess designs and test implementations. We