



We thrive on achieving positive outcomes and solving IT & technology problems

## Who and What We Are

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. Our services now range from providing clients with advice and leadership through delivery and assurance work and into technology problem solving.

What sets us apart is our people. We have exceptionally deep expertise and have been doing this for a very long time. Our people and teams possess both delivery and technical expertise and can work autonomously within a customer's ecosystem.

**Our mission is to draw upon our expertise and years of experience, to provide high quality and innovative solutions to our client's problems.**

## Our Culture and Ethos

We have a culture of innovation, looking for, identifying and establishing smarter ways of doing things, with a focus on delivering the best solution for a customer's individual needs. Customers find that:

- We think of factors and ask the questions that others may not have considered.
- We quickly appreciate the business context and assess and consider how technology sits within the 'bigger picture'.
- We commit to our customer's objectives, championing them and going the extra mile to achieve them.
- Our grasp of technology, both at the macro level and down in the detail, is a powerful contributor to achieving positive outcomes.

## Our Customers and Our Work

Our customer base is broad, we work with organisations of all sizes across many sectors.

Our customers generally have a challenge. They have a need for a solution, an improvement in operations, expert guidance, a problem resolution or robust assurance of others' work. That is where we excel.

Examples of our work include:

- **Advisory:** Defining an operating model for an SME's software development function. Advising the group CIO at a large UK general insurer on reorganisation of test and release best practices.
- **Leadership:** Turning around a global telecoms service provider's stalled multinational, multi-vendor software programme. Leading the recovery of a critical software product project for a UK SME.
- **Delivery & Engineering:** Reverse engineering of an undocumented software system. Migrating the finance and actuarial applications of one of Asia's largest life insurers. Rewriting a startup's software to fix scalability issues.
- **Assurance:** Quality assurance and testing of major transformation programmes in the financial services, media and telecoms sectors. Risk assessment of complex software changes.
- **Problem Solving:** Finding the performance bottleneck that had crippled a business for months. Finding the elusive credit card mishandling fault that put an extremely high profile service launch event at risk.

## 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.

# Why SQC?

## Talent

What sets us apart is our people. We have deep expertise and we have been delivering positive outcomes for a very long time. For us, the more difficult, the more unique and the more complex the challenge the better.

Our senior team has over two hundred years of software/technology related experience and they have been working together for twenty years.

We can mobilise a team quickly, whenever required. We provide a 'single source of expertise', people or teams who possess a combination of deep delivery capabilities and technical knowledge, which enables us to work autonomously within a customer's ecosystem.

## Technology

Our technology experience is extensive and diverse and it is a pivotal factor in the success of our projects. We believe it is hard to lead when you don't understand the detail. We believe it is hard to assure when you don't understand how it works.

We have worked with many technologies and systems including bespoke applications, cloud service, CRM systems, embedded software, ERP applications, industrial control systems, large-scale data systems, real-time systems, software development platforms, telecoms provisioning & network management systems and websites for sales and self-service.

We are comfortable using a broad range of development languages and technologies. We can assimilate additional new technologies, rapidly establishing the competence and expertise needed to manage work, assess products and implement changes.

## Industry

Our customer base is diverse, ranging from blue-chips to start-ups, and comes from a wide range of sectors.

Our broad industry and sector experience means we rapidly grasp a particular customer's challenge, not just on a project level but also at an organisational and business level. This, combined with our technical expertise, means that we quickly provide value to our customers, helping them to deliver the results they need and achieve their business objectives.

We have strong references from many sectors, including from Banking, Financial Services, Insurance, Engineering, Manufacturing & Distribution, Telecommunications, Technology and Travel & Leisure.

## Operational

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 focus on getting 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.

# Services



Advisory

We are a trusted advisor to CxO's, giving sound and honest advice on difficult, complex or sensitive matters. We advise during planning, execution and when things are not going so well. We provide:

- **Clear Vision:** We consider challenges cohesively, thinking ahead and addressing the broader impacts, to provide advice that will be sound both now and in the future.
- **Independent Thought:** We do not 'follow the crowd', we will not be peddling the latest 'bandwagon'.
- **Systematic Analysis:** We are methodical and disciplined and provide clear reasoning in support of our advice.
- **A True Partner:** We are a 'critical friend' of our customers. 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, and we will quickly form a coherent plan, introduce controls, create stability and drive delivery.

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.

Our customers appreciate our stamina and speed, as well as our focus on quality and value. Senior management, delivery teams and individual engineers appreciate our subject matter understanding.

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 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 actionable 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, not ones hanging on by a thread.



Assurance

We perform assurance and manage testing services at all scales for organisations of all sizes. We specialise in assuring sophisticated, high-intensity, critical projects and systems.

We develop sound knowledge of the business domain and of the solution intent, as the basis for any assurance work. We recognise this is the essential foundation of success.

We assure programmes and solutions. For programmes we assess and advise. For solutions we shape what is required and then we guide or manage or deliver these activities. We assess designs and test implementations. We have an ethos of opinionated autonomy, we champion quality to balance the tendency to sacrifice quality for expediency.



Problem Solving

Organisations faced with critical problems turn to us for help. Our problem management and technical capabilities have been the pivotal factor that has ended many a CxO's sleepless nights. We provide:

- **Problem Management:** Leading the efforts of the people brought together to work on the issue, ensuring focus, clarity and effectiveness.
- **Problem Diagnosis:** Using our expertise to perform the technical investigation and analysis needed to diagnose root cause.
- **Problem Elimination:** Selecting, designing and implementing changes to fix the cause and then deploying and applying the solution to completely eliminate the problem.