An Award-Winning Delivery-Focused IT Consultancy

bjss

BJSS is an award-winning delivery-focused IT Consultancy.

With over 20 years' software delivery and IT advisory experience, we are renowned for technical excellence, cost-effective delivery and our proven BJSS Enterprise Agile approach.

With offices across the UK and USA, BJSS clients include some of the world's largest companies including investment banks, retail banks, government departments, energy companies and financial institutions.

We employ over 500 technologists, project managers and consultants and have established a reputation for the successful design and delivery of reliable,scalable, high-availability enterprise applications.

Retail is no longer just a bricks and mortar industry.

Online retailing continues to change consumer expectations. Retail is no longer a single channel 9–5 industry, but a 24/7 multi-channel environment with technology driving competitive advantage in a frequently low margin industry.

This transformation has had a direct impact on how technology is used and has driven the need for better support of the end-to-end process, from inventory control, supplier management and distribution to customer experience and delivery. It has also been responsible for more challenging non-functional requirements, in particular system availability and the ability to support high peak demand generated by online sales. Technology is now core to consumer perception of a business as reliable and credible.

In many cases, the rate at which technology can be successfully adopted drives the pace of adoption of business strategy. BJSS has accumulated in-depth experience in this sector and employs people with extensive expertise across in-store and on-line retail channels.

Retail eCommerce Site Development

BJSS was engaged to address shortcomings in this clients' live e-commerce site. The site was not scalable and underperformed, often crashing during period of peak load, at considerable revenue and customer satisfaction cost. The remediation project was delivered to a demanding fixed deadline which coincided with an anticipated peak in demand. Subsequently, we were engaged to work with the client's design agency to develop a new site for 2 of the groups' retail operations. In order to accommodate the differing look and feel requirements, the site was completely data-driven and also supported multiple white label operations. The architecture enabled the sites to be dynamically scalable to accommodate changes in demand and was fully integrated into the clients back office and logistics systems.

Helping a Global Retailer to Transition towards Agile

BJSS was engaged to provide a technical project management leadership and coordination of the rollout of the enhanced toolset and development method across its offshore development centre. The development centre was based in India and therefore significant communications and relationship building were required. Working closely with the leadership team the BJSS project manager developed a rollout plan and oversaw this to the end of the pilot implementation phase. Engagement with business change analysts was an additional challenge and the implementation brief was expanded to include development of a cohesive rollout plan across the UK-based team.

Automating the Processing of Mobile Phone Contracts

Many traditional mobile phone contracts involve an upfront payment for the device which is lower than the true cost of the device to the mobile provider. This requires the provider to absorb the initial device cost and recoup it across the contract lifetime. While straightforward, this business model is inefficient and presents significant accounting challenges to mobile providers.

Another, recently introduced model, provides the customer with a loan facility equivalent to the actual cost of the device. BJSS provided integration with existing backend systems and a customer-facing portal which enabled one of the UK's top' Mobile Virtual Network Operators to deploy this alternative model.

A key objective was to bring the new end-to-end solution to market within a very tight deadline of five weeks. With full integration between multiple systems, BJSS provided a fully-automated process that was fully transparent at every stage of the customer's purchase journey. Delivered on time, the client was successful in deploying its alternate business model which was used as part of a large nationwide Smartphone promotion.

BJSS Enterprise Agile

Underpinning BJSS' software delivery engagements is BJSS Enterprise Agile - a flexible approach that ensures success. We've combined over 20 years of practical experience developing distributed, high performance, high availability software systems with elements of methods such as XP, SCRUM and the Unified Process into a practical toolkit for consistent delivery - successful even in environments dominated by more rigid processes such as Waterfall.

Differentiators

Focus on Risk: An architecture-centric approach coupled with early and continuous technical testing avoids late-breaking and expensive architectural changes and encourages the appropriate discussions regarding project priorities.
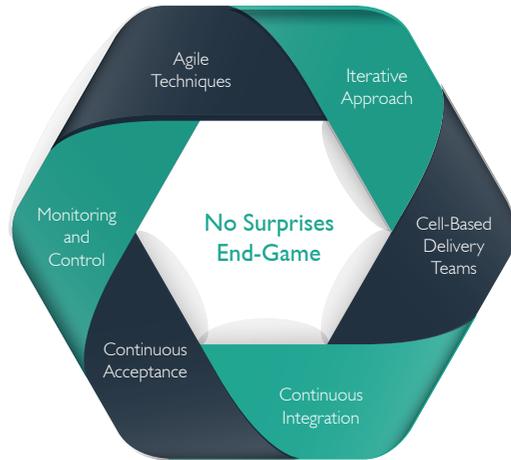
Complete Project Delivery Coverage: BJSS Enterprise Agile expands a limited scope by adding a strong focus on sound management practices and providing guidance for the role of management.

Transparency: Complete visibility of project status and issues as well as comprehensive metrics support calibration of the plan, facilitating joint decision-making, leading to a 'No surprises end-game'.

Necessary and Sufficient Formality: A formal project structure to support early risk eradication and increased certainty of delivery and quality.

Proven at Scale: The approach has been proven to scale from small engagements to global enterprise system deliveries.

Practical and Flexible: BJSS Enterprise Agile complements existing organisational governance structures whilst retaining the flexibility to scale to a wide range of organisation and project types.

Agile Techniques

Iterative Approach

Monitoring and Control

No Surprises End-Game

Cell-Based Delivery Teams

Continuous Acceptance

Continuous Integration

Request a copy of the BJSS Enterprise Agile book

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Offices and Project Centres across the UK and USA

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