

DOCULOGIX
WILL TAKE YOUR
CUSTOMER COMMS
TO THE NEXT
LEVEL...
ARE YOU READY?



DOCULOGIX LIMITED
righting correspondence

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Thanks for taking the time to pick up our brochure!

We're fairly new on the block as a company (2012) but myself and my consultants have been providing BPO's Document Composition services for decades either as contractors or direct employees. One thing is for sure, we're really annoyed at how the end customers (you) are being treated by the big lads.

Well stuff that! If they use our services to deliver to you, and take a cut, after the recruitment agencies take a cut, then why not come to us direct? I mean, one of us is going to do the work for you in the end!

We have experience across the globe in utilities, banking, insurance, travel and tourism. We can provide as much or as little as you need from assistance with composition to full blown design. We can host and process and send to fulfilment houses, archive storage and issue MI/BI reports and KPI's on system

performance. Whether you print 10 or 10 million documents a month, we have something to suit how you operate your CCM.

What's more, we just don't have the overhead or shareholders to please so we are 50% cheaper to start with, not to mention the flexible payments and hours we can provide. We care about the service you want to give to your customers. All this can be done at your place or ours.

So, please read on to see what we have done and what we can do for you and your CCM requirements. I bet we win hands down.

Mathew Wade
CEO and Director of Professional Services

Would you buy supermarket own brand tablets?

Customers of larger supermarkets have recently become aware of some products, made at the same factory albeit with different packaging but using the same ingredients for super cheap prices. The brand "Nurofen", according to RPS, was Britain's biggest over-the-counter drug in 2007. The Nurofen 200mg Caplets, currently retailing at Asda for £1.98 for a 16 pack at the time of writing this article and Asda's own brand of Ibuprofen based 200mg Caplets are... £0.25p. Whichever way you think of it, you can save nearly 800% or have 128 tablets!

The same has been happening within the IT Services industry for years but on a far bigger scale and with more 0's involved! Some BPO's are now charging clients upwards of £1,300 per day (for 8 hours) per man. So a small 2 man team working a full year can cost a business in excess of £550k. What your not told is that the actual engineers who get the work done are contractors (who don't see anywhere near 30% of that "fee"). Add to that the minimum contract element which means you are forced to buy all your "headache tablets" for one year in one go. How many headaches are you planning to have? Directly engaging the same contractors for a third of the price and only paying to use them when you have the work, now sounds perfectly feasible doesn't it?

Well, this is something that is starting to emerge from the murky depths within the IT Service Industry. With the help of the Azure Platform and our talented consultants, DocuLogix is the only company able to provide just that, cut price CCM Documentation Development and systems operations without compromising on quality. Using the same contractors the big lads do with years of experience, we're here to take on your requirements and save you the headache of cost (see what I did there?).



Developers when you need them. Not contractors.

Take more control of your development budget with top quality designers when you need them. We're not a recruitment agency so we have none of those fees. Our developers are here and ready to assist you with your requirements when you need, for as long as you need.

- Professional designers with a minimum of 3 years' experience
- All industries catered for including banking, utilities, insurance and travel
- Onsite and offsite availability
- 24/7/365 enabled to support complex and time sensitive developments

Our team can scale to your requirements whether you have a simple logo change or a complex redesign, we can deploy a full team to fit in with your schedule. Put your deadline in the bag with our fully integrated and flexible approach to resources. We can even project-manage for you, unit test to industry standards with a dedicated test team and interface with your business using a Service Delivery Manager. Put us in control of your customer facing document composition service and see the time and money saved and give your quality a boost while you're at it. If you have a set requirement, give us a call, you've nothing to lose.

Only pay for what you need. We have developers ready to start from £350 per day and that's for a full Professional Day of 8 hours between 09:00 and 18:00, Monday to Friday. If you need a 1/2 day, fine by us. Weekend? Yep. Bank holidays, sure. Middle of a wedding? Maybe not but our other team members will be right on the case. We won't leave you because of sickness or holidays (or weddings) because all of our data for your delivery is stored securely and privately on our cloud servers, that are accessible by other team members so we always have the most up to date information on your project or development, so we'll never miss a beat and you don't miss a deadline.

**Never miss a beat.
Never miss a deadline.**

So, how does this work then?

Let's imagine you have a development team with a capacity of 100 days per month (however this is made up) costing £1,000 per day (not per resource mind you like some other suppliers).

This works out to £1.2m per annum. The work flow isn't always active and other times you're oversubscribed and incur overtime bills. So, what's the solution? Reduce the capacity, yes, reduce it!

Reduce it to the lower level of your average capacity over the year, say 80%, so now the cost is reduced to £960k per annum saving £240k. When there's a slow period, you're not spending money keeping developers busy, they'll be at 100% all the time.

Then, when you need extra bandwidth, you engage our FLEXIVELOPMENT services for around £126k (in this example). We will take the additional capacity and still save our lovely customer over £114k (9.5%). Which is a big deal.

But it's not just money we save you, we save you time on admin and management too as we deliver up to 65% more development time, getting the job done quicker.

Maybe it's time to consider FLEXIVELOPMENT and see how we can stretch your budget to its max!

Highlights

from £350 per day

Pay for what you use
Professional 8 Hour Days
24/7/365 Availability
No minimum contract

Payment Schedules
Time Slice (Weekly or Monthly)
Per Project with Milestones
Per Release Schedule
Per Change

Satellite Software
PCE, PERL, .NET C# and SQL (full stack)
EngageOne Server, Content Author and Vault

Location Enabled
Onsite or Offsite Development
Office Based (Leeds)

Interlinked Team
Continuation if primary consultant is unavailable
(Illness/Holiday)
Cloud Technology ensure all information is shared
instantly between consultants

Production Runtime
Full production runtime available
Send output to Fulfilment

I'm no mathematician...

We recently quoted against a major blue chip company for services. Here are our offerings against the competitor:

Incumbent Supplier

Cost = £720,000

Delivery Days = 1,760

Development Days = 880

Admin, PM Time etc = 880

Pre work not included

(Fact Finding Phases are charged for)

Any defects after delivery have a limited 30 day warranty period

Only 5 of 15 documents are looked after

DocuLogix Limited

Cost = £800,000

Delivery Days = 1,760

Development Days = 1,404

Admin, PM Time etc = 356

Pre work is not charged for

Any defects after delivery have a warranty period until the next release, regardless of how long that is

All documents are looked after

In this example we are 11% more expensive. Looking a bit deeper however, we are able to deliver 60% more days of development time, meaning that we have more time available to do other tasks for you.

Additionally, as we're looking after the customers entire estate, we're also saving them on other 3rd party charges which we estimate are as much as £400,000 per year.

We can provide this customer with a dedicated Project Manager to interface between the requirements and our developers. A dedicated systems architect who knows the system inside and out. A team of highly experienced developers and a dedicated testing team that aren't developers!

We just don't have the overheads or shareholders to keep happy! And what's more, this customer is using our services already through an agency.

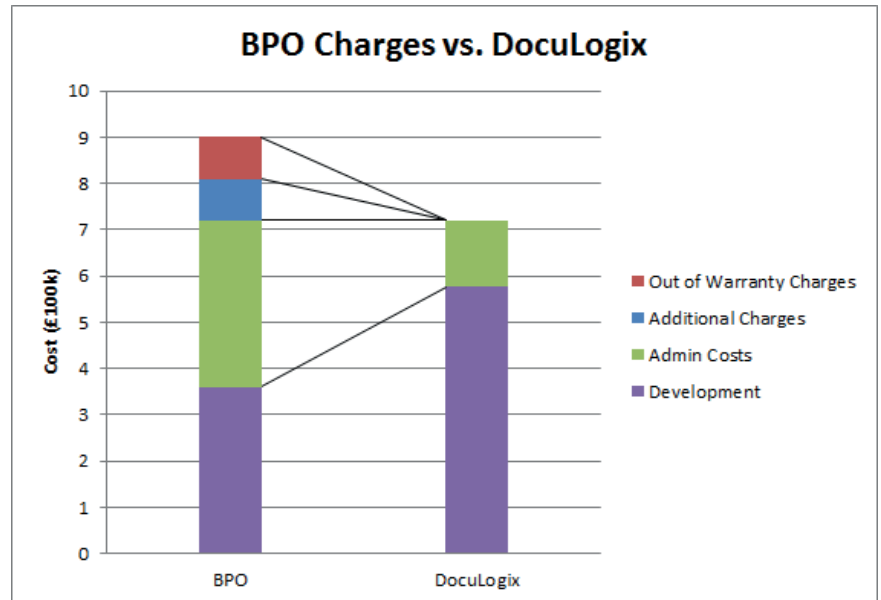
Time for some illustrations

Still not convinced? We investigated a potential customer's CCM spend against a quote from their BPO. They were very happy with the quote, they'd budgeted for £1m and were quoted well under at £900k. However, when we looked at the breakdown of the "work" that was going to be involved, it was clear that there was a huge problem with how those funds were used. The graph below shows how the spend is divided into tasks. The client thought they were paying for £900k of development time when in fact they were getting about a third of that. The BPO were tagging on charges for fixes of bugged releases and charging for assessing work packets, regardless if they were started or not.

We looked at what we could provide which turned out to be nearly double the development time and for less cost. We don't believe in charging for fixes if we get it wrong, nor do we want to charge for quotes. We don't have the overheads and we don't have additional charges.

What's more, the BPO uses the same pool of engineers and developers available to us too but then they must pay recruitment agency fees, which are passed on to you.

And we also offer a PAYG service too.



TIER 1 - BRONZE

No minimum contract
PAYG Service
From £350 per day

Ideal for:

Non critical changes
Deadline not a priority
Developer only tasks

This is an ideal service for customers that have small or irregular requirements to update applications that are non-critical.

We take an updated copy of the application code base into our secure systems and perform the work. We make the changes and return the code base or the compiled program back to you.

We have customers that use this service to satisfy incident management calls. We take several small changes at a time and over the course of a few days, make the changes, test them and provide the application back to the customer.

We only charge for the time we are engaged which is ideal if you don't want to commit to a full-time contract.

TIER 2 - SILVER

Dedicated developer
Fixed price
Set number of days

Ideal for:

Fixed date/price delivery
Smaller requirements
Developer only tasks

Our next tier of service is perfect if you have a fixed date or fixed price in mind. It is ideal for project delivery rather than ongoing BAU tasks, but it can be used whatever your requirements are.

We assign a dedicated developer to help you reach your goal. This is our most popular tier and has been used extensively by our clients. One client has engaged this service for 3 months to help with BAU tasks whilst we have another longer standing client who has used this service to deliver a 12-month project, which was actually 18 months! We were able to flexibly deliver this service and the application to our client's exact requirements.

This is very similar to engaging a contractor.

But not from clowns.

TIER 3 - GOLD

- Fixed price
- Set number of days
- Custom blended rates:
 - Architect
 - Developer
 - Testing team
 - Project Management

Ideal for:

Medium/Large managed project/deliverables

This third tier is a great choice if you have complex requirements or multiple concurrent projects. As per our SILVER tier, we have a fixed price or a set number of days charging structure, great for your budgeting.

The difference here is that we analyse each stream of work and BLEND together a rate consisting of a percentage of architect, developer, test team and PM overheads. Each stream is different as not all streams require the same percentage.

We have quoted several clients and have always placed far below competitors' prices BEFORE applying this tier. When we apply this pricing structure, we reduce the cost by a further 15-20%. Why pay for services you aren't going to use?

TIER 4 - PLATINUM

All Tier 3 items, plus:

- Customised VM's
- Onsite presence
- Production processing

Ideal for:

Fully managed CCM service

The final service in our offering is our "boots n all" tier.

This is the service that customers choose when they want to partially or fully outsource their CCM service. We will provide a customised package that will include everything in our tier 3 service plus the addition of being onsite, fully customised VM's including development, testing and production servers and FTP access.

We can take incoming data from your source systems and process that into your chosen output stream. We can host a secure externally accessible archiving system and send streams of output to your fulfilment house for print.

Contact us today to see what we can do for you and your business.

Additional Services

Custom VM's

We're able to commission VM's to help with any portion of your project. We use Microsoft's Azure platform which means we can deploy the tiniest of VM's using early versions of Windows Server or Linux, all the way up to huge number crunching boxes that are able to chew through millions of documents per hour, if that's your thing. We can provide access to you or have this for our eyes only. It's fully secure and we can provide you with location specifics to meet GDPR requirements.

Onsite Presence

If you would like us to perform the work on your site, we can do that. We can apply this add on to any tier. If you've high security requirements, it's possible that you want to keep your applications accessible internally and we fully understand this, it is a common requirement. We can send our security checked personnel to your site to assist with your requirements.

Production Processing

Although this is included with our tier 4 only service offering, we're able to perform processing on it's own. If you do not want to use our development services but have limited or no room for expansion, we're able to provide a service to process your documents so your customers are not kept waiting.

Call now

Whatever your CCM requirements are, we can help you realise them quickly, professionally and far cheaper than any of the larger blue chips can. Did I mention we use the same talented people they do? The same service, for less. Call now to see how we can help you on your way.

Customers we have worked with



innogy



SCOTTISHPOWER



RWE



Switched on



شركة أبوظبي للتوزيع
Abu Dhabi Distrib



هيئة مياه وكهرباء أبوظبي
Abu Dhabi Water & Electricity Authority

LLOYDS
BANKING
GROUP



NORTHUMBRIAN
WATER



Student
Loans Company



Thomas Cook
Group

accenture

pitney bowes



Notes for when you contact us



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