SOFTWARE DEVELOPMENT
SOLUTION PORTFOLIO

WE ARE KIANDRA.

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We're an Australian IT company with a long history of delivering clients a competitive advantage through smart, business-critical software solutions.

What makes us unique is our approach. Our award-winning solutions are delivered locally and in-house in a high performing team environment.

OUR
PROCESS

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We work collaboratively with our clients for the duration of engagements and beyond, using the right technology, tools and Agile delivery practices to deliver the best possible results.

Every client project we partner on, no matter the size, is guided by these six steps...
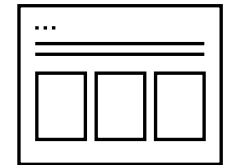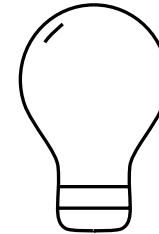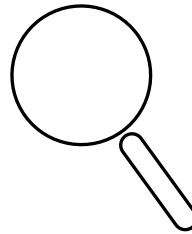
REVIEW

We collaborate with clients to understand their business challenges and define an approach that meets their needs.

DISCOVER

A range of Discovery Workshops are conducted using the latest user-centred design techniques to uncover the detailed requirements of the solution.

DESIGN

Our User Experience (UX) team brings ideas to life with a prototype or wireframe that lets clients test out the concept on real customers.
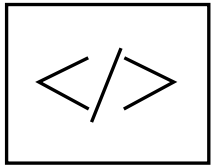
BUILD

We use the information, requirements and design concepts gathered in the previous phases to build the product to the client's specifications. We deliver working software regularly using proven techniques that fully involve clients in every step of the build.
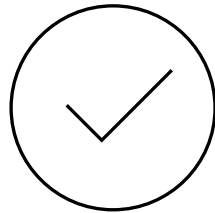
TEST & DEPLOY

We're driven by quality assurance, so we focus on testing the product using a variety of frameworks including automated and penetration testing. We use modern, continuous integration tools to simplify the deployment process.
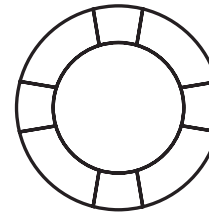
SUPPORT

When the product is delivered, we continue to offer support with a 12-month warranty period as well as an ongoing support option. And, we make it our focus to work collaboratively to evolve the solution (where necessary) as our client's business needs change.

DISCOVER

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The "Discover" phase involves a facilitated, collaborative Discovery Workshop, bringing together all stakeholders and content experts to create and document a predefined deliverable or product.

With hundreds of successful software projects under our belt, we've honed the science behind our workshops to ensure that we are asking the right questions, at the right time. This gives clients the opportunity to tell us all the things they meant to, but perhaps forgot about or hadn't thought of yet.

We have six levels of Discovery Workshops to suit all sizes and complexities of projects. No matter which workshop is chosen, the end-goal is to understand one another's unwritten assumptions and capture accurate project information and context so that there are no big surprises during the project.

WORKSHOPS 1-3 FINDING OUT WHAT YOUR BUSINESS NEEDS

THE 1-DAYER
🕐 1 day

This concise, outcome-focussed workshop features a number of activities that demonstrate how we work and help you understand your users and their end-to-end journey — enabling us to collaboratively tailor a solution that fulfils their needs.

UNDERSTANDING YOUR USERS
🕐 5 days

Through a series of user group sessions, this service aims to deepen the understanding of your users, their motivations, needs and end-goals. This enables you to tailor a solution or enhancements that will address specific customer needs and create an enjoyable and satisfying customer experience.
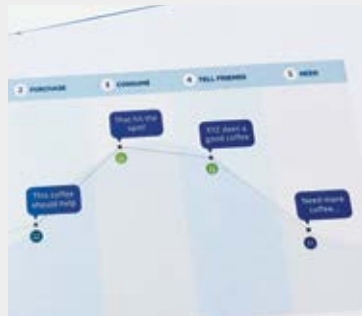
THE K-REVIEWER
🕐 5 days

We work closely with you to review your current digital offerings and processes, helping you to uncover your current roadblocks, capabilities and opportunities. We then use these insights to map out recommendations and the next steps for your business.

TAKEAWAYS*

PERSONAS

USER JOURNEY MAP

PROCESS MAP

STORYBOARD

MOCK-UPS

*Depending on the workshop.

WORKSHOPS 4-6 PREPARING FOR THE BUILD

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DISCOVERY WORKSHOPS

A key step before the build phase, these workshops are designed to dive deeper by examining the three key pillars that together result in a better user experience of your product and service:

+ Understanding your business
+ Understanding your users, and then;
+ Incepting the product or service.

We document and visualise the results from the workshops so that your team is empowered to make decisions on a path forward and be informed by the facts in front of them.

DISCOVERY LITE
🕐 7 days

The 'Lite' activities are time-boxed and tailored to meet intended outcomes.

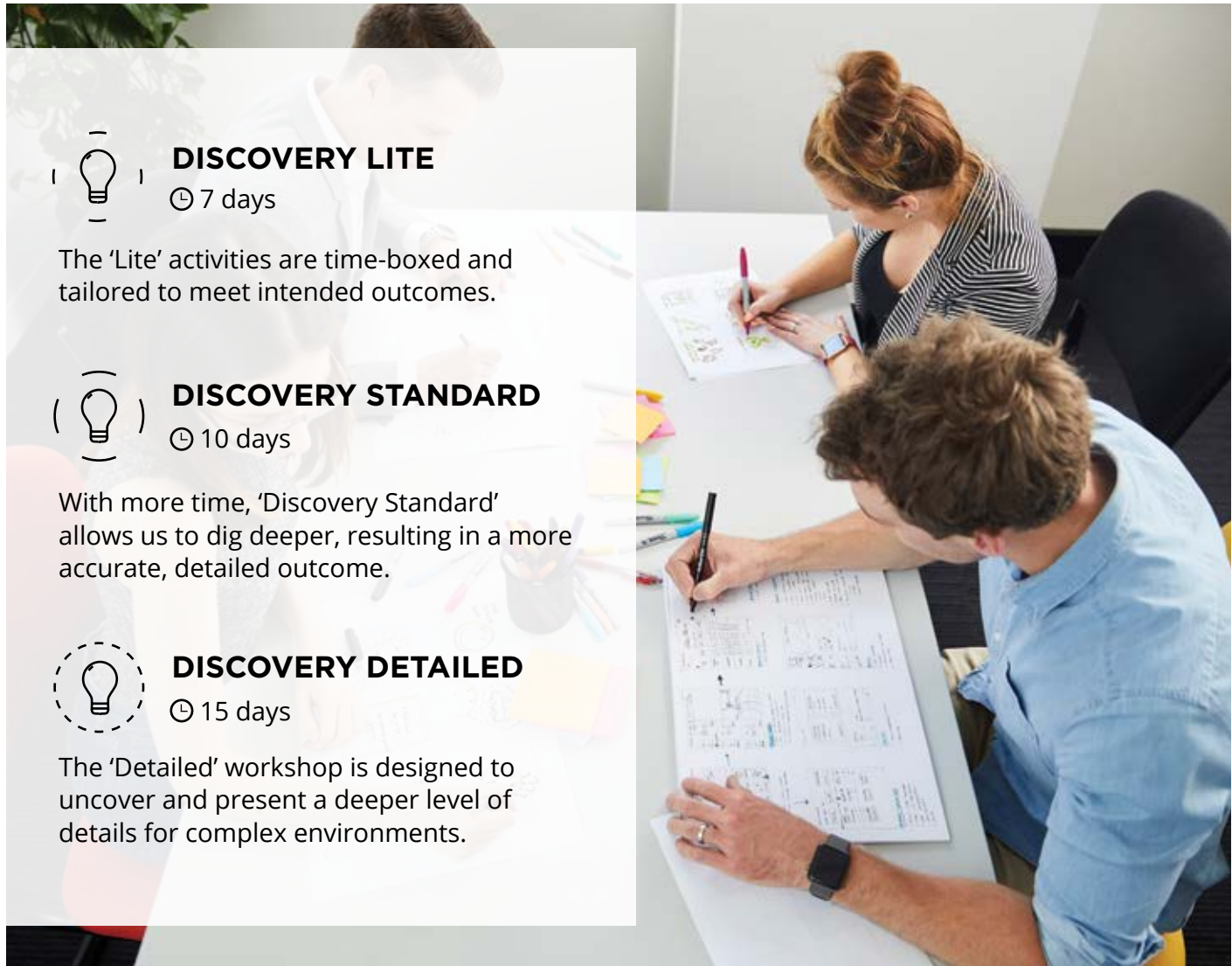### DISCOVERY STANDARD
🕐 10 days

With more time, 'Discovery Standard' allows us to dig deeper, resulting in a more accurate, detailed outcome.

DISCOVERY DETAILED
🕐 15 days

The 'Detailed' workshop is designed to uncover and present a deeper level of details for complex environments.
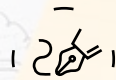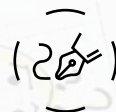
DESIGN
USER INTERFACE ADD-ONS

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We offer a range of User Interface Design options as add-ons to the Discovery Workshops. These add-ons enhance the collaborative outcomes from any of our services, with a set of ready-to-use designs, influenced by the recommendations and insights gathered from the workshops.

Our Design team translate key workshop findings into carefully crafted high-fidelity designs, to meet the users' needs, in line with your business goals and objectives.

You can choose the package to suit your needs and benefit from detailed page layout designs — providing everything needed to move straight into a build phase.
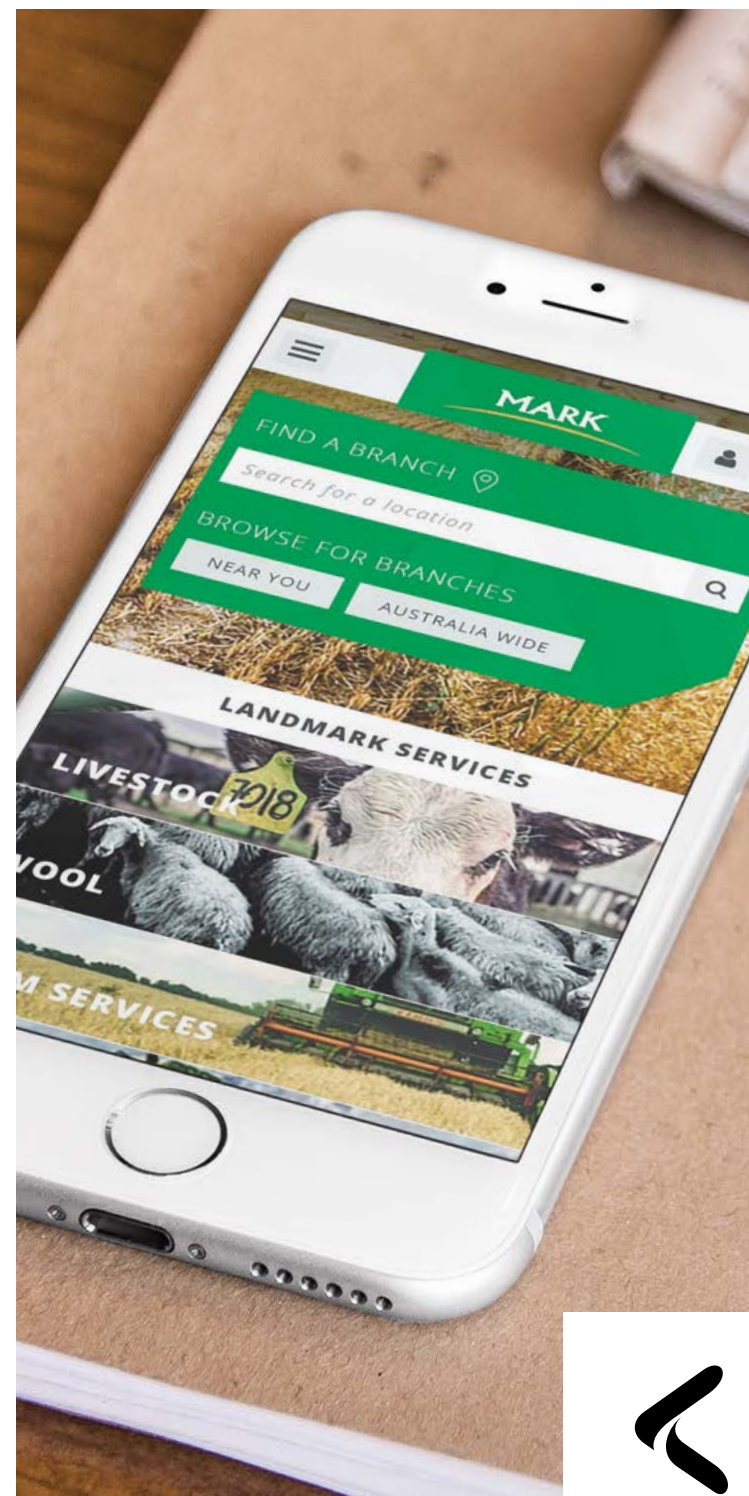
Design Lite Add-on includes 5 detailed page layout designs.

Design Standard Add-on includes 10 detailed page layout designs.

Design Detailed Add-on includes 15 detailed page layout designs.

BUILD

We adopt Agile and hybrid delivery processes, where the software build phase and testing are undertaken iteratively. This iterative approach is a collaborative way of bringing together the Project team to optimise productivity and expedite delivery. This means we continually deliver working software by operating in short analysis, design, develop, test and release cycles.

These short cycles accelerate the delivery of business value, and through a process of continuous planning and feedback, we are able to ensure that value is continuously maximised throughout the project.

As a result of this iterative planning and feedback loop, our team is able to continuously align the delivered software with desired business needs, easily adapting to changing circumstances throughout the process. And, by measuring and evaluating working software, much more accurate visibility into the progress of projects is available for review in real-time.

Each development iteration will typically:

+ Deliver components of a production-ready working application — this will enable the benefits to be realised regularly, more swiftly and with the highest value items delivered earlier
+ Provide learnings from regular delivery that is fed back into the iterative planning cycle, reducing costs of any course-correction
+ Provide greater visibility of progress by regular delivery tracking of each unit of work against the iteration plan
+ Reduce the risk of not delivering expected benefits by regularly confirming work meets the agreed acceptance criteria and by showcasing the iteration's functionality to stakeholders
+ Increase benefit to cost ratio by regularly reviewing the plan to ensure highest value items are focussed on and that items no longer required are removed from the backlog of work
+ Provide continuous improvement by regularly inspecting and adapting.
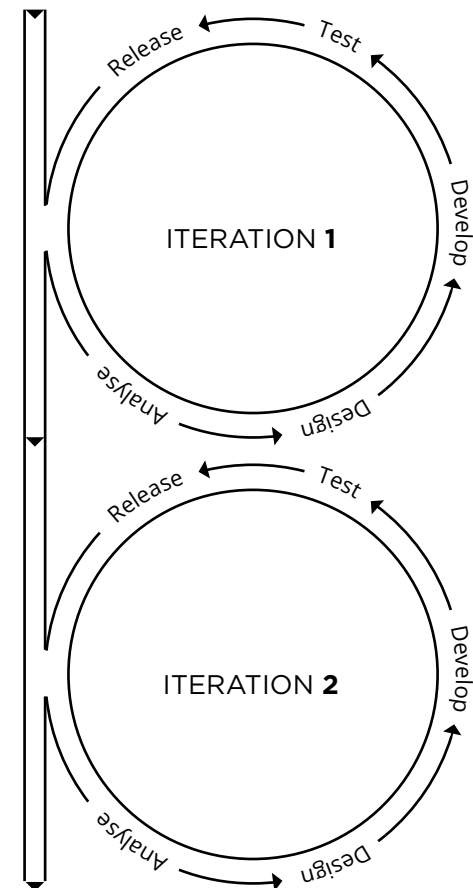
BUILD SOLUTIONS:
CORE BUSINESS APPS

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We've delivered complex, enterprise-scale core business applications that have driven organisational growth and transformation for some of the world's biggest brands.

Ideal for clients who want to innovate, differentiate and transform their business.

KEY BENEFITS

+ Facilitates large-scale organisational transformation
+ Perfectly aligns with your specific processes and key business drivers, providing a competitive edge
+ Requires no licensing. It's your IP and you decide who uses it
+ Fully integrates with your legacy software, aligns with your processes and is capable of working with a wider set of APIs
+ Scalable and designed to flex and evolve as your business grows.

BUILD SOLUTIONS:
CONTENT MANAGEMENT SYSTEMS (CMS)

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We use the right technology to allow you to manage digital content in one place, using proven CMS platforms. And, we can help select, implement and configure the right CMS for your needs.

Ideal for clients who want total control over the content on their site and want to improve their Google rankings.

KEY BENEFITS

+ Multi-lingual, multi-channel, multi-format content to promote products and/or services
+ Manage pages and content (add, modify and remove) without the need of an IT department
+ Manage digital assets in one place including images, videos, content
+ Customised authoring process to suit your business.

BUILD SOLUTIONS:
DATA VISUALISATION

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Data visualisation allows you to gain deeper insights into your business by enabling multi-faceted views of key data.

Our team can integrate data sources into a graphical format to provide real-time, easy to understand and powerful intelligence.

Ideal for clients who want insights into app performance to rectify issues sooner, and/or want company data to be integrated so they only have to look at one dashboard to monitor performance.

KEY BENEFITS

+ Integrated real-time data analysis from multiple sources
+ Improve business insights by making complicated data easier to understand and action.

BUILD SOLUTIONS:
RESOURCE MANAGEMENT

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We can help you better manage resources and maximise productivity through real-time visibility of supply and demand, and your most important business assets.

Ideal for clients who want a clearer view of their resources and improved operations insights.

KEY BENEFITS ————

+ Reduce productivity loss due to inefficient processes and tracking
+ Identify bottlenecks to smooth flow of delivery
+ Isolate high and low performing assets to manage ROI
+ Improve resource and capacity planning
+ Optimise scheduling to maximise utilisation.

BUILD SOLUTIONS:
WEBSITES

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Our team builds websites with a focus on intuitive design and usability. We work with clients to discover the users' needs, using user-centred design principles and a variety of activities to gather important insights.

We implement a secure CMS that can integrate with other data sources as necessary (such as CRMs or legacy systems).

Ideal for clients who want to increase sales revenue, external presence and brand awareness.

KEY BENEFITS ————

+ Brand promotion
+ Increase sales of products and services
+ Improve visibility and professionalism
+ Appeal to customers with an intuitive website that meets their needs
+ Manage content and digital assets from one place, without the ongoing need of technical support to make the changes.

BUILD SOLUTIONS:
## **BUSINESS PROCESS WORKFLOW AUTOMATION**

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Systemise business processes using technology. We can work closely with you and your customers to map out and improve processes and then develop systems with workflows to maximise your ROI.

Ideal for clients who want to optimise operations by improving productivity and accuracy, decreasing costs and low-value activities and speeding up turnaround times.
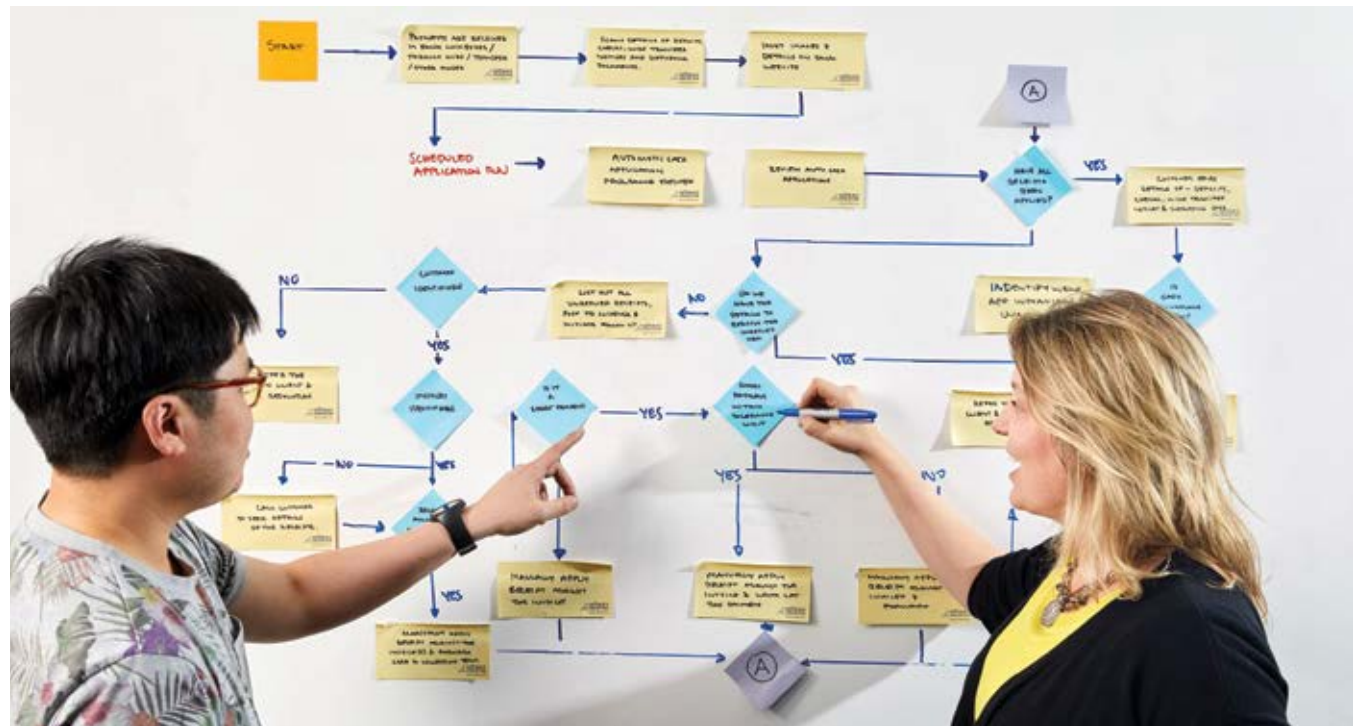
KEY BENEFITS ———

+ Use automated systems to replace manual processes to dramatically improve responsiveness and time lost to low-value activities
+ Simplify and improve processes
+ Reduce errors and the cost of errors
+ Ensure best practices are implemented to improve overall operational efficiency.
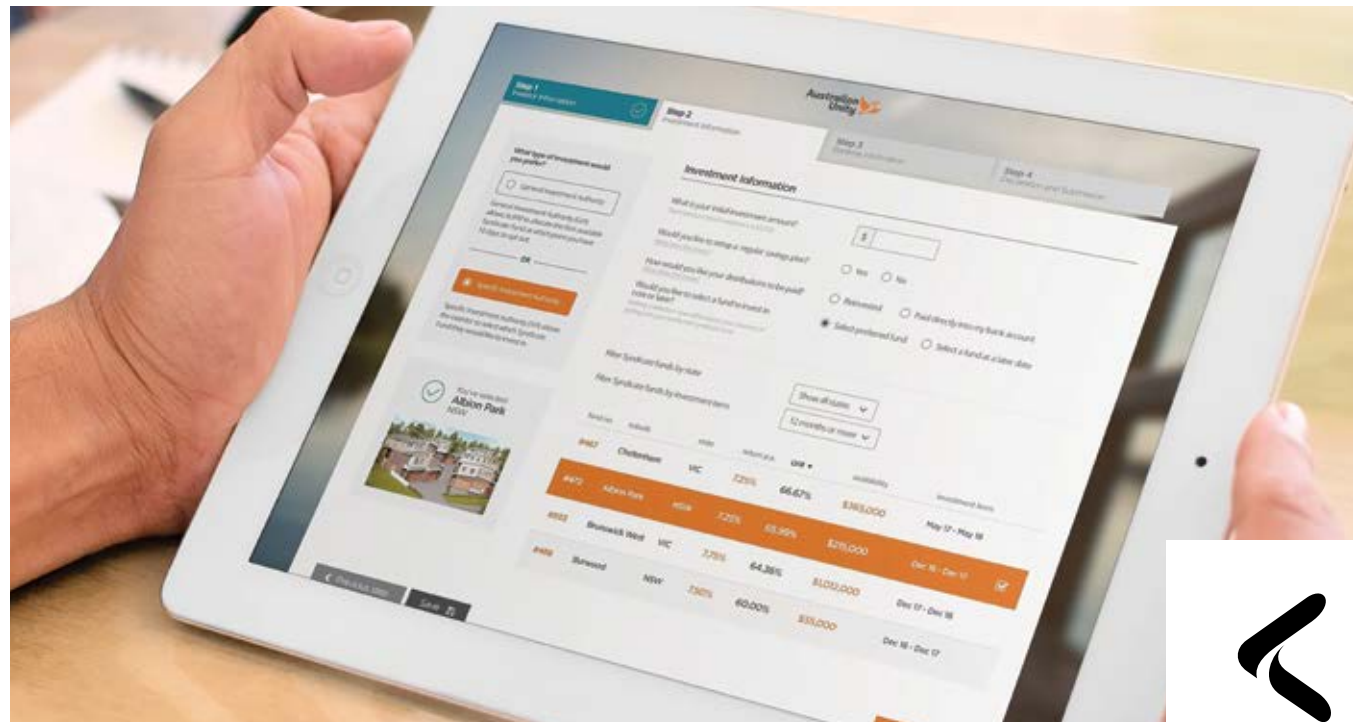
BUILD SOLUTIONS:
PROJECT RESCUE

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We provide critical project recovery services to help rescue unsuccessful or failing software development projects.

Our experts understand the delivery and technology problems organisations face, and conduct a thorough review of the project, followed by a comprehensive project remediation plan. This plan includes specific recommendations for rescuing the project, looking at the areas of governance, communication, process, technology, architecture, and quality.

Ideal for clients who want to salvage their investment and bring their project back to life.

KEY BENEFITS ———

+ Fix unsuccessful or poorly built software solutions
+ Recover costs and realise original investment potential.

BEFORE

AFTER

# BUILD SOLUTIONS:
SELF-SERVICE PORTALS

Led by our UX team, we design self-service portals that empower your customers to easily find important information, request services, and resolve their issues.

Ideal for clients who want to reduce costs and improve efficiency by enabling customers to self-service.

KEY BENEFITS

+ Reduce customer service costs
+ Improve the efficiency and
  productivity of internal support
  service teams
+ Improve customer engagement
+ Boost website traffic.
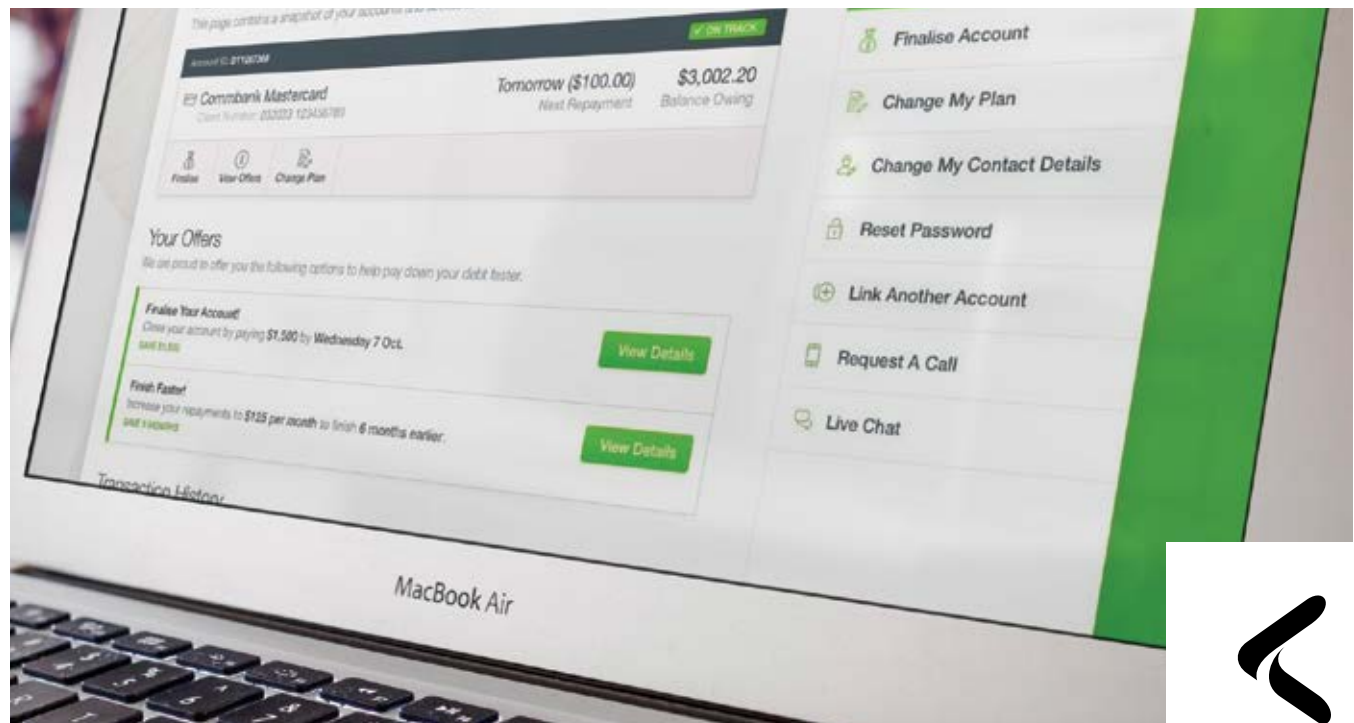
TEST & DEPLOY

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At Kiandra, quality assurance is key to delivering smart, business-critical custom software solutions. We offer a range of frameworks to choose from, to help you test out your new solution.

(START) AUTOMATED TESTING SOLUTIONS

Functional testing takes place within each iteration of all of our solutions but we also offer automated testing options that you can add-on to your project.

Automated testing is the process of software verification in which the functions such as initialisation, execution, analysis and delivery of results are performed through an automation tool.

Ideal for clients who want to find bugs sooner, reduce post-release costs of support and service, while generating customer good-will that could translate into greater revenue opportunities.
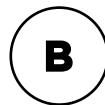
Choose from the following automated testing packages.

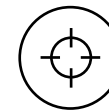**(G) Gold**
An automated regression testing suite.

(S) Silver
Automated testing of key end-to-end workflows.

(B) Bronze
Selected features are automated.

(⊕) PENETRATION TESTING SOLUTIONS

Our Security team attack your organisation's app/solution from a malicious hacker's point of view to uncover security vulnerabilities or weaknesses. These weaknesses can then be addressed to ensure the solution is in the most hardened state possible prior to launch.

Ideal for clients who want to know how secure their solutions are and address any possible vulnerabilities.

SUPPORT

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We offer a range of services designed to provide ongoing support for your solution, following launch and beyond.

12-MONTH WARRANTY

All of our solutions are backed by a 12-month warranty, which includes access to our Support Services team.

MANAGED SERVICES

We can provide ongoing support and act as the help-desk for your end-users, operating to a pre-defined Service Level Agreement (SLA) to troubleshoot any issues they encounter.

Ideal for clients who want hassle-free ongoing support and maintenance of their solution.
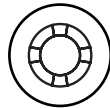
SUPPORT RESCUE

If your current provider isn't quite meeting your requirements, Kiandra is here to help. We can take over the support and maintenance of your software solution and bring things back up to speed.

Ideal for clients who are not getting the level of service they require from their current support provider.
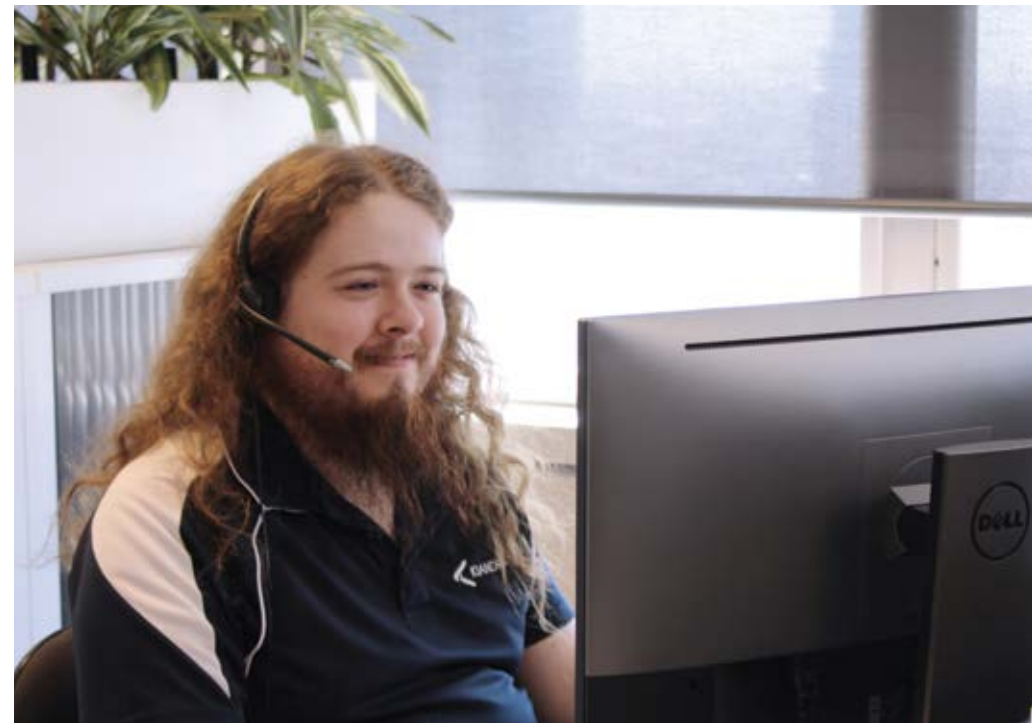
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