



Centre of Excellence.

Think Bigger.



What is CoE?

A CoE is a centralised unit of dedicated people who streamline access to scarce, high-demand capabilities for rapid execution across the business. The CoE hones expertise in a specific subject area and standardises best practices for wide-scale adoption.

ANS' Centre of Excellence is designed to give you the ability to tap into a rich pool of skills and resources as and when you need them, without the burden of having to build your own in-house capability.

To keep pace in today's cloud and digital world, you need services that can be continually developed, engineered and optimised, and to do this, you need a Centre of Excellence (CoE).



ANS' CoE structure.

The ANS CoE structure comprises of a multi-faceted team with the technical capability to deliver any project, any size. With a dedicated Customer Success Manager and a dedicated team aligned to your service requirements, ANS' CoE can deliver value at speed.



01 Customer Success Manager (CSM)

Your constant point of call throughout your service

Responsibilities

- Owner of the relationship
- Responsible for the success of the service
- Will host regular service reviews

02 Project Manager

Managing your project from end to end

Responsibilities

- Point of contact
- Sprint planning & allocating
- Backlog planning & updates

03 Customer Success Architect (CSA)

The architect is responsible for the success of your operation

Responsibilities

- Transposing business problems into technical solutions
- Defining & estimating technical initiatives
- Proactively recommending & developing the backlog

04 CoE Engineers Capabilities

The engine of CoE implementing the service to best practice standards

Responsibilities

- Execute engineering work against a pre-agreed backlog
- Improve functional and nonfunctional areas of the technology
- Work in a continuous and agile manner to maximise

Our Centre of Excellence customers benefit from



Access to in demand skills, on demand

Tap into a broad range of highly demanded skills as and when you need to.



Significant cost savings

Avoid having to pay for very expensive resource in-house.



Get up and running faster

Save months or years by avoiding having to build your own COE in-house.



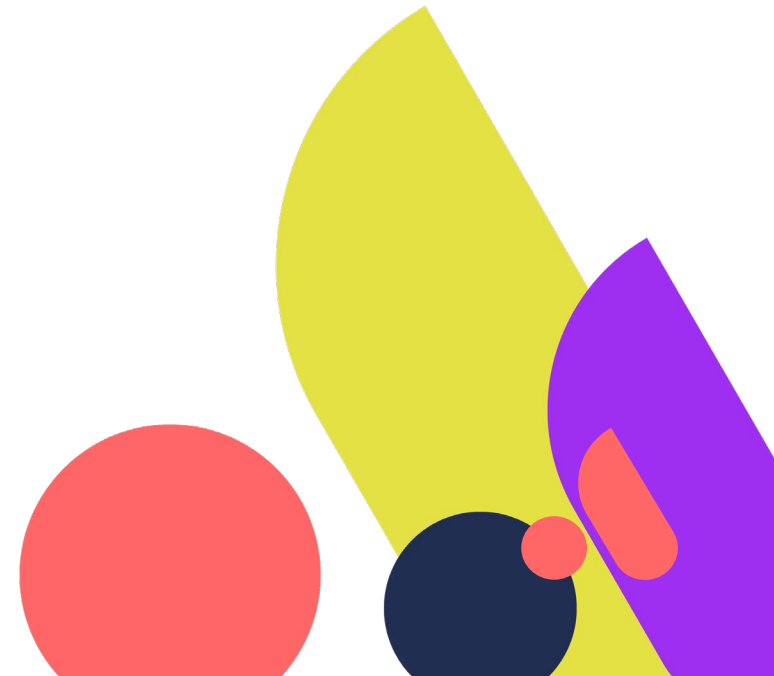
Implement changes rapidly

Utilise ANS' own intellectual property to action backlog items at pace.



Bespoke solutions

If needed, we'll engineer capability from the ground up.

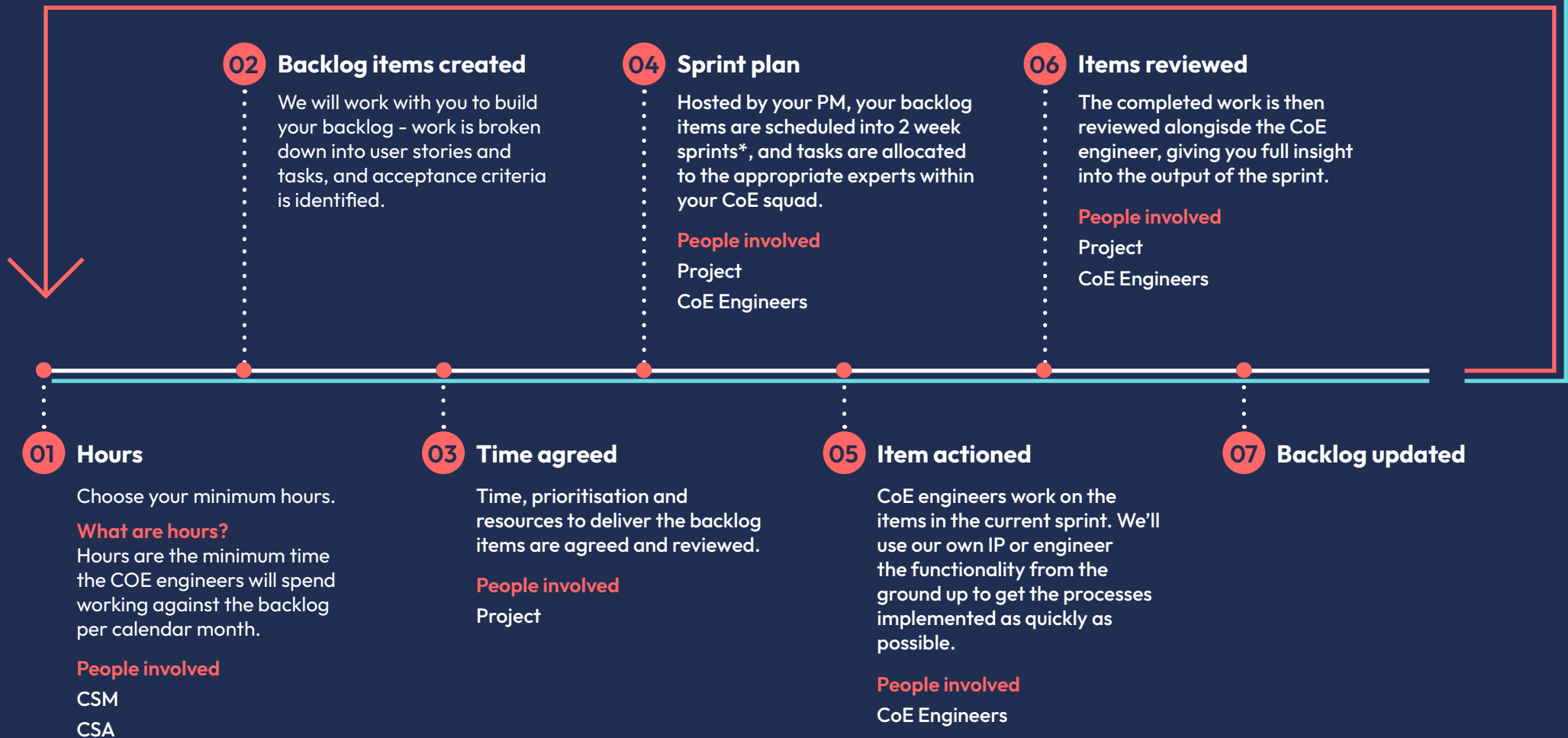


How it works.

Take a look at our continuous 7-steps CoE process along with the experts aligned to each stage.

CSA Reviews

Your standard CSA service reviews will drive change, aligned to your Customer Success Roadmap.



*Depending on hours purchased

What outcomes can you expect?

You will benefit from

-  Periodic reviews of your environment – including configuration, best practice and new technology releases
-  A turnkey Centre of Excellence combining people, processes and tooling
-  Full customer success plan to drive maturity and operational excellence
-  The ability to transform operational capability into an agile, robust function
-  Agility and control over prioritisation of work items and tasks



Get in touch.

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