

Delivering a large scale online services programme

Delivering the online services for a global initiative

The client, a multinational blue chip communications leader, created an initiative sponsored by respective CxO stakeholders, involving all operating companies. The Programme had many projects with a total budget of over £8m, of which Infinitum had total end-to-end accountability for delivering the largest; the Single Sign-On (SSO) stream. This delivered all Web Services and cross-channel, cross-device and cross-bearer security and entitlement services. As the preferred systems integration supplier, Infinitum were tasked with acting as Prime Contractor for other parties such as Nokia Siemens, Sun Microsystems and EDS - who were all accountable to Infinitum for their respective deliveries.

Total accountability - commitment to deliver

Infinitum mobilised a high-calibre team of developers, testers, project management leads, business analysts and technical subject matter experts to deliver the architecture designs that would be implemented. Our off-shore resources, coordinated by our on-site leads worked to aggressive timelines to deliver not only the baselined scope of the project, but also further additional requirements that the business needed. Infinitum brought all of these deliverables in on time and to budget and had responsibility for 2nd and 3rd line support and maintenance after go-live.

"Infinitum's commitment and dedication cannot be questioned. A competent team with well established processes ensured that a robust application was developed, tested and delivered on time. The support from all areas within Infinitum from development through to support has been exemplary and I have been extremely impressed by the willingness and responsiveness of all Infinitum employees to react quickly to project demands, they are true professionals and a credit to your organisation"
[Client Project Lead]

What differentiated Infinitum from other suppliers?

Infinitum took a personal and often fanatical approach for ownership of project deliverables, tasks and issues. By immersing ourselves into the client's culture, processes and objectives we ensured we were always responsive and pragmatic when dealing with client requests for additional help.

"Infinitum played a key role in ensuring that the overall programme was a success. Specifically you differentiated yourselves from other suppliers by being exceptionally responsive to fix any issues and without the need for change requests or additional costs. Infinitum always allocated the best calibre of staff to get the job done and particular praise is owed for going above and beyond the call of duty on several occasions to proactively mitigate any risks. Infinitum are a valuable and trusted partner."
[Client Programme Lead]