

Our Process



What we will do:

It is essential in any integration process that both parties are clear on deliverables and objectives right from the start. To ensure this occurs, Elmhurst operates a formal Project Process which has been tailored very successfully to our business and our clients. The simple process gives control and delivers quality solutions in a timely manner to all those involved.

Step 1: Each customer is firstly allocated a **dedicated** Business Analyst, who will be the 'Project Owner'. They will help drive the exact requirements from the expected integration. They can work through business processes of the Customer and Elmhurst to understand the requirements from start to finish.

In our view, the successful alignment of the business requirements is ultimately the most important step of any project. We have vast experience of different solutions across our Industry; we hope that we help all our clients to drive to the correct solution(s) for all concerned.

Step 2: Following the business analysis when all the requirements are clear; the Project Owner will put together a project plan that will let everyone know when the deliverables of the project will be arriving. Thus customers will know when they are next needed to partake in the project gates to enable a successful integration.

Step 3: The Project Owner will produce an official 'Requirements Document' that formalises the scope and requirements for all involved in the project. This is circulated amongst all the project stakeholders to seek sign off (approval).

Step 4: the Development Team here at Elmhurst will deliver a Design Document reflecting exactly what will be delivered. This will contain exact technical details of the integration solution as well as technical issues such as security access rights, testing environment locations, hardware/software requirements etc. This document is circulated to all project stakeholders to seek sign off (approval).

Step 5: The Elmhurst Development Team will create the necessary solution for the integration. This is fully unit and project tested here at Elmhurst to ensure it correctly functions.

Step 6: the Software Applications Team here at Elmhurst will then liaise with the customers to user acceptance test (UAT) the provided solution. They will sign off the integration when all parties are happy it functions as agreed.

Step 7: the System is set to 'Go live' by both parties.

