



Causeway

Application Management Services

Delivering exceptional-value IT services, ensuring business continuity where it really counts.

Causeway removes the problems of IT application management by taking responsibility for time-consuming and expensive applications that prevent you from focusing your talented people on innovation and core business growth.

Covering all technical bases, Causeway provides a comprehensive range of ICT skills, allowing organisations to focus on their core business - safe in the knowledge that their IT business applications are in the best hands.

If it's critical, it's our business

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Delivered from near-shore centres in Northern Ireland, Causeway offers support and management for expensive and time-consuming IT applications at a fraction of the price of in-house and contractor-supported offerings – and eliminates the risk of dependence on individual specialist or remote offshore suppliers.

All services are ITIL-aligned and ISO 20000 accredited. Our engineers and service managers are degree-educated and comprehensively trained, with a strong understanding of business enriched by in-depth, long-standing customer relationships.



At a glance:

Causeway means:

- **Near-shore delivery:** Our support centres and engineers are based in the UK, so we don't have any of the cultural, language or data protection issues often associated with offshoring. Our engineers can be on site within four hours if you have a major system failure. Importantly, our local account management and near-shore delivery mean services will be delivered in the same time zone, by staff who share your points of reference.
- **Superior value:** We provide highly-qualified staff at a fraction of the cost of your in-house resources, thanks to our cost-efficient near-shore delivery. This allows us to offer all of the substantial cost benefits associated with remote delivery, without the risks.
- **Robust and reliable:** Causeway prides itself on being reliable to the point of being boring. We've been in business for over 24 years (a lifetime for an IT company!) and in that time have gathered a large number of long-term customers that attest to the fact that we are solid, dependable and get the job done.
- **Sophisticated, service-based offerings:** We've implemented web-based tool-kits to allow you to track all aspects of the service we provide, from the status of outstanding incidents to service updates. Our service turns ad-hoc application fixes into an SLA-based offering with agreed parameters to ensure business continuity.

Causeway is different, for a number of fundamental reasons:

- **Our people:** Causeway has over 70 dedicated support engineers and service managers and is part of Kainos, an independent IT solutions business. With Causeway, you will not fight your way through an impersonal helpdesk to gain access to expertise. You will always be dealing with people with the highest technical qualifications and over 10 years' business experience. At Causeway, there is no 'B' team.
- **Our business model:** By combining local account management with 'near-shore' services delivered from Belfast, we are able to deliver the highest quality at the lowest cost and with the lowest risk.
- **Our customer relationships:** At Causeway, we see things through. We do not pass the buck or leave when one part of a job has been completed. Our emphasis is on service and delivery, and we pride ourselves on taking full ownership of your applications.
- **Our business knowledge:** As technically advanced as our people are, we look beyond the bits and bytes to reflect how business users interact with the technology, and how different solutions affect each other. Our services are complete and holistic.
- **Our customers can see the difference:** A vast proportion of our business comes from repeat customers. It's a significant endorsement of the quality and value of our services.

Extending the security of a single supplier, no matter how complex the requirements, **Causeway** assumes full accountability and ownership of customers' IT application challenges.

What we offer - our services:

- **Maintenance of legacy applications:** We take ownership of your legacy applications regardless of age or who developed them. For example, for **Fujitsu** we support a legacy electricity network solution used by utility providers like EDF to plan the electricity supply for **London's 2012 Olympic Village**.
- **Virtual near-shore support:** We provide a complete end-to-end support organisation to complement your IT development teams. For example, we provide a virtual support department for **CCLA**, where we look after core fund management system infrastructure, underpinning investment funds worth £5 billion. This involved us transferring some of CCLA's key IT staff to our support team, and allowing CCLA to focus on core business development.
- **Run-build-run (assisted transformation):** We can take on operation of your applications, work with you to transform them over time to modern applications, and then operate the new environment. For example, at **eircom**, we have provided support for many years for all customer-facing channels including call centre and web content management services.
- **Complete SI services:** While our focus is on application management, we also provide a range of implementation services, including consultancy, development, test, user interface design and security. For example, for the **NSPCC** we developed the National Safeguarding Unit website, supporting at-risk children.
- **Infrastructure services:** We have a professional infrastructure team to ensure critical business solutions have secure, resilient and high-performing technology. For example, we worked with the **General Teaching Council for England** to design a robust technical infrastructure to support a content management system.

Why Causeway Application Management Services?

Causeway is part of Kainos, a high-quality, all-round solutions and services provider, combining deep business skills with the highest levels of technical expertise. We offer rapid deployment of targeted solutions, based on proven best practices, which address real challenges facing private, public sector organisations, and charities. Our clients include CCLA, NSPCC, Home Office, Department for Transport, The Information Commissioner's Office, General Teaching Council for England, Bank of Ireland, Pilotlight and NHS Trust organisations.



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