



Specializing in custom tailored change management solutions as well as product implementations, integrations and customizations, RRMac Associates prides itself on a growing list of satisfied, high profile customers that span the globe.



RRMac Associates offers several levels of support for customers looking to reduce their overall cost of software development. Savings can be in the neighborhood of 10%-15% just by implementing one of RRMac's recommendations.



RRMac Associates maintains its strong competitive edge in the IT market by working closely with partner companies to deliver fully integrated products, services and solutions.

RRMac Associates, LLC

*Increase productivity and reduce costs by up to 50%
Sound impossible?
Let RRMac show you how.*

The Software Change Management ROI/Value Assessment

INDEPENDENCE

RRMac Associates provides objective, independent advice based exclusively on an analysis of the customer's business requirements and their current practices. RRMac Associates is a leading provider of Software Change Management Services and is product agnostic. RRMac has relationships with the major vendors in the SCM industry and is dedicated to providing customers with the best solution at the best price. There is no benefit to RRMac to maintain the status quo or to up-sell the customer on any particular product. Regulators in almost every country require Software Change Management today, and they recognize that the security of a company's systems starts with protecting changes to it.

PROCESS

The process of completing a SCM ROI/ Value Assessment consists of meeting with users to understand what their current needs are and what their expectations are for the future. Users include IT management, IT developers, Quality Control, Quality Assurance, System Analysis, and in some cases End Users of IT Services. This can be done in a series of small workshops or through an interview process conducted onsite or remotely. RRMac will review the current SCM tools and processes. Analysis of the findings will lead to understanding how well the present tools currently meet the needs of the customer base. Using financial information the user provides, RRMac will provide a metrics that indicates current costs per user.

RESULTS

RRMac Associates will provide documentation on the findings and provide a road map to future growth. Recommendations will be provided on how to better meet customer needs and either maintain or reduce costs per user. RRMac will present the findings, discuss potential options and will work with the vendors to help the customer get the best possible return on their investment. RRMac Associates prides itself on providing real value through improving product, people and processes, all at affordable prices.





A Familiar Scenario

A financial services company, operating in the eastern United States, brought in RRMac Associates to review their current change management processes and tools. The customer was not convinced that they were getting value for what they had already paid for and their Vendor was trying to sell them an additional module. Because there were three products involved, the customer was required to continually upgrade and maintenance was getting to be a nightmare.

SMARTER INVESTING:
Experience & Expertise



A Common Cause

Like many initial implementations of change management solutions, not a lot of thought had gone into the tool selection or processes that are required, versus the processes that were already in place. The vendor was more than happy to customize their tool to fit what the customer was already doing. The development teams were minimally involved and future direction was ignored.

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An Exceptional Solution

RRMac was able to engage the development team and management to truly understand the steps in the process that were important to them not only today, but what they saw to be the future direction for their efforts. RRMac's recommendations included:

- Removing much of what was already customized and replacing it with native functionality. This significantly reduced the cost of future upgrades and improved the life of the development team by eliminating outdated processes.
- Creating bi-directional feed between the change management tool and the developer CM tool. This reduced redundant work and mistakes in transcribing information. Since the feed was bi-directional, a user only needed a license for one tool and not both.
- Information was another issue for the customer. They had a lot of data but not a lot of information to help improve the process they were using. RRMac provided several report options and metrics that could be used to measure the productivity of the overall SDLC.

The overall savings from the recommendations provided by RRMac paid for the assessment and provided a positive return on investment in less than six months. Every company is different, that is why there are multiple products and processes in the market place; so your results might vary. RRMac has the experience and the solid relationships with multiple vendors and industry experts to provide ongoing value and direction for today's enterprise software users.



...when change is inevitable

