



# Predictive Software Engineering





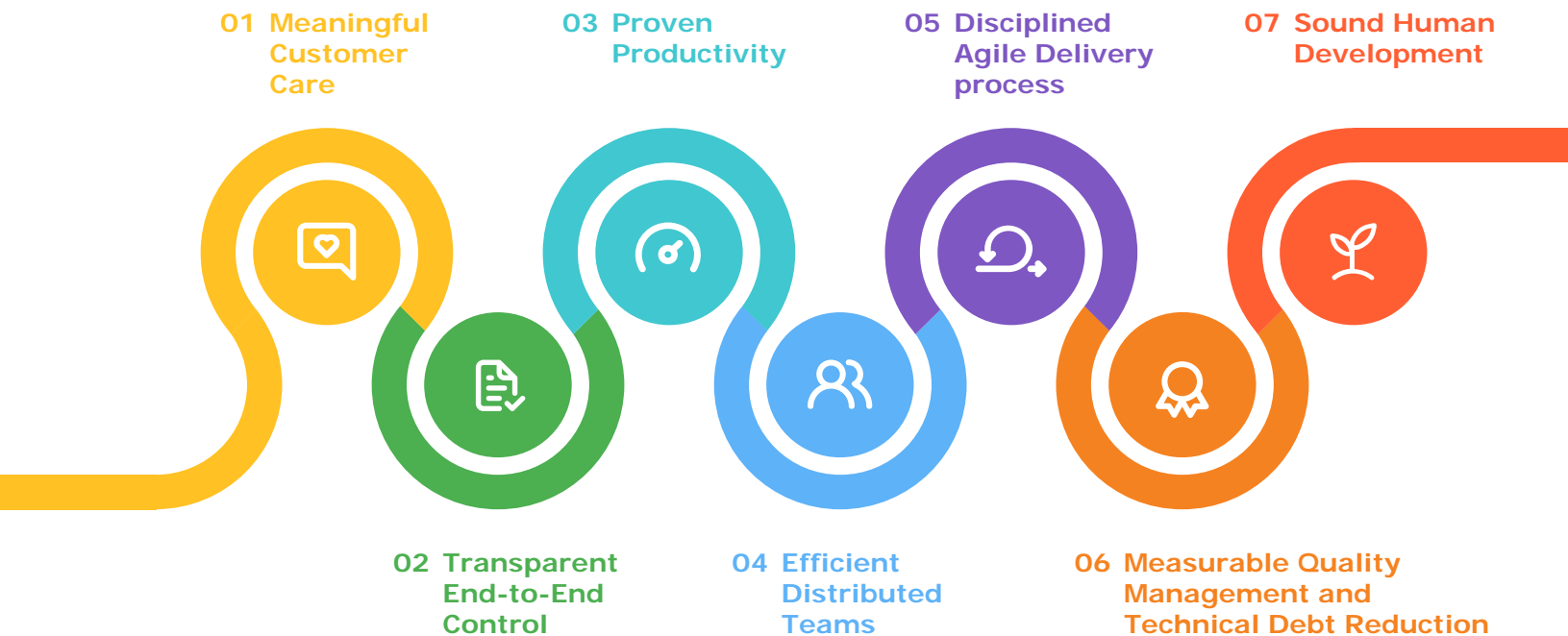
Where software concepts come alive™

# Predictive Software Engineering

PSE IDEA, VALUE AND PROFIT FOR THE COMPANY

PSE is a framework initiated by Intetics assuring efficient development of custom software solutions using global pool of talented professionals.

**Predictive Software Engineering (PSE)** is a framework that addresses bottlenecks of custom software products development and reconstructs the reliable approach to delivering software development services.



## 01 Meaningful Customer Care

- Seamless onboarding process
- Customer portal
- Governance model:
  - Weekly status meeting with manager
  - Every other week with director
  - Yearly with C-level
  - On site visits
- Clear escalation path
- Early problems discovery
  - Proactive project monitor
  - Project health report
- Deep customer complain analysis
- Customer satisfaction control

## 02 Transparent End-to-End Control

- Transparency in organization – Intetics is quite transparent
- Transparency outside:
  - Governance meetings
  - Agile methodologies
  - Status reporting
  - Tools to track team work
  - Audits: project health and proactive monitor
- Video if required, security
- TETRA
- Transparency inside:
  - Meetings with C-level
  - Sync with directors and department
  - Sync with team and manager
  - HR involvement in team\engineer life
  - Team buildings corporate events

## 03 Proven Productivity

- Productivity measurement: **productivity = size/effort** doesn't address customer risk
- Productivity promotion inside company – develop people skills
- Productivity implementation:
  - Centers of excellence
  - Benchmarking
  - Project audits
- TETRA
- Success advertisement
- Quality and velocity measurement:
  - TETRA
  - Software development efficiency KPIs
    - Team KPIs
    - Individual KPIs

## 04 Efficient Distributed Teams

- Usual complains and risks about distributed teams:
  - Communication is not good as in collocated teams
  - Quiet participants and sense of being an island
  - Physical distance and different time zone
  - Socio-cultural difference
- Forming distributed team:
  - Hiring to distributed team
  - Communication solution for distributed team
- Leadership for distributed team
- Rewarding and protecting distributed team
- Benefits from distributed team:
  - Faster and efficient hiring
  - Price
  - More order
  - Best match
  - 24/7 Operation
  - More freedom
  - Learning about world
  - Office cost



## 05 Disciplined Agile Delivery Process

- Standard Agile processes have challenges when you scale them
- People invited new processes:
  - SAFE – Scaled Agile Framework
  - DAD – Disciplined Agile Delivery
  - LeSS – Large Scale Scrum
  - Etc.
- We decided to go with DAD and that's why:
  - Very flexible, tailoring supported
  - Focus on architecture and design
  - Proven, well documented and flexible
  - Clear roles, artifacts and event, medium complexity



## 06 Measurable Quality Management and Technical Debt Reduction

Well-defined, Measurable, Guaranteed Quality Levels.

- We use more wide and efficient term for quality: "technical debt"
- Eight dimensions of software product technical debt:
  - Source code quality
  - Usability, UI & Documentation
  - Security
  - Performance
  - Business logic
  - Architecture quality
  - Data quality
  - Open Source code use



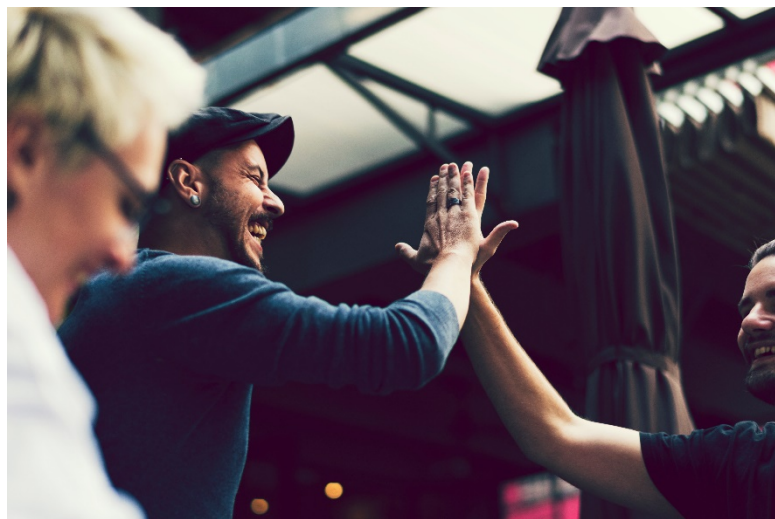
## 07 Sound Human Development

- Software development is 100% people dependent area of business
- We must develop our people and we do following:
  - Career growth and attestation:
    - Individual development plan
    - Proprietary performance review system
    - Regular reviews
  - Employee benefits:
    - Training and certification
    - Benefits package
    - English courses
    - Award winning work environment
  - Skills improvement:
    - External advice
    - Training
    - Centers of excellence
    - Mentors program

## PSE: Addressing main software engineering risks

PSE PRINCIPLES/ SOFTWARE ENGINEERING RISKS	I Meaningful Customer Care	II Transparent End-to-End Control	III Proven Productivity	IV Efficient Distributed Teams	V Disciplined Agile Delivery process	VI Measurable Quality Management and Technical Debt Reduction	VII Sound Human Development
You don't receive the software product	✓	✓	✓		✓	✓	
Missed schedules			✓		✓	✓	
You spend more resources than needed			✓	✓		✓	✓
Lack of required recourses in time				✓			✓
Personnel knowledge (software + business)	✓	✓		✓			✓
Poor knowledge retention (high attrition)	✓	✓		✓			✓
The received software product is not what you wanted	✓	✓	✓			✓	
The received software product shows problems in use			✓			✓	
Communication/cultural barriers			✓	✓		✓	✓
Poor infrastructure and processes			✓			✓	
Service quality declines over time	✓	✓	✓			✓	
Concerns about intellectual property security and legal framework	✓	✓		✓			✓

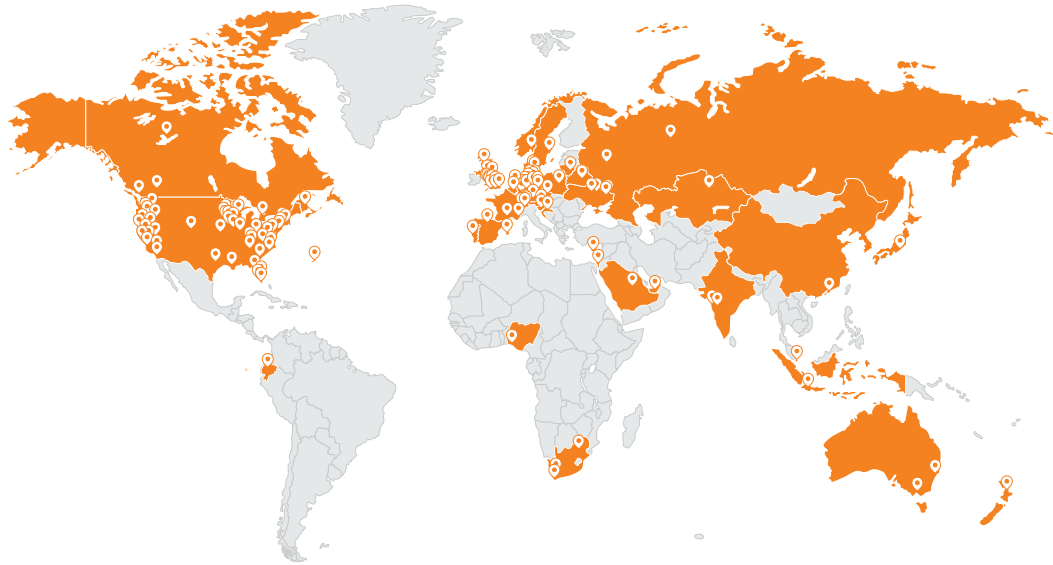
**Global  
Engineering  
Community**



**Join the PSE community and become the ambassador!**

**Intetics Inc.** is a leading global technology company providing custom software application development, distributed professional teams, software product quality assessment, and “all-things-digital” solutions built with SMAC, RPA, AI/ML, IoT, blockchain, and GIS/UAV/LBS technologies.

**Intetics serves  
Clients all over  
the world**



Based on proprietary pioneering business models of Offshore Dedicated Team® and Remote In-Sourcing® an advanced Technical Debt Reduction Platform (TETRA™) and measurable SLAs for software engineering, Intetics helps innovative organizations capitalize on global talent with our in-depth engineering expertise based on the Predictive Software Engineering framework.

Intetics' core strength is the design of software products in conditions of incomplete specifications. We have extensive industry expertise in Education, Healthcare, Logistics, Life Sciences, Finance, Insurance, Communications, and custom ERP, CRM, Intelligent Automation and Geospatial solutions.

Our advanced software engineering background and outstanding quality management platform, along with an unparalleled methodology for talent recruitment, team building and talent retention, guarantee that our clients receive exceptional results for their projects. At Intetics, our outcomes do not just meet clients' expectations, they have been exceeding them for a quarter of a century.

Intetics operates from 11 offices in 6 countries including Naples, Raleigh, Dusseldorf, London, Minsk, Krakow, Kyiv, Kharkiv, Odesa.

Intetics is ISO 9001 (quality) and ISO 27001 (security) certified and a Microsoft Gold, Amazon, and UiPath partner. The company's innovation and growth achievements are reflected in winning prestigious titles and awards, including Inc 5000, Software 500, CRN 100, American Business, Deloitte Technology Fast 50, Chicagoland Fast 50, European IT Excellence, Best European BPO, Stevie People's Choice, Clutch and ACQ5 Awards, and inclusion into IAOP's Best Global Outsourcing 100 list.

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