



Features

Deffinity brings together a unique and valuable set of integrated tools that impact the most important areas of everything involved in efficient project delivery. Deffinity simplifies and streamlines operational activities enabling you to make very large efficiency gains across all such activities. Deffinity lets you set the highest standards of quality, whilst substantially reducing costs, resulting in the best possible service being provided to your customers. Click on the links below to learn more about each module, and how they can really benefit your organisation.



d-projects

Deffinity **d-projects** is more than a project management tool. It is a complete system for setting up, planning and running services. With **d-projects** every part of every project or service becomes a task assigned to a person or group to complete.

They simply update the system when the work is done. In this way, the view you get as a project manager is a current view, not just a note of the way you think things will progress. This means you have tighter control over deadlines and reduces overrun penalties.

We call this Live Project Management. This contrasts with passive project management, where project manager must manually match and change actual times and planned times. The benefit is a greatly reduced workload for the project manager.

Once you've made the leap to our web-delivered Live Project Management system you'll benefit from so many more features, each of which is designed to make your project more manageable. Project documentation, task details, risks, issues, costs, variations on costs, bill of materials and many more aspects are all brought together in Deffinity. This provides a world-class, easy-to-use project control system, completely tailored to your needs. You see all the details of your project or service come together through any web browser.



d-timesheets

Deffinity **d-timesheets** is a powerful and intuitive solution that removes the frustration of managing resource time and expenses. The system calculates costs for each project and enables an easy comparison of time booked against your resource plan.

Once a project has been set up and staff allocated to it, each member completes their time using Deffinity's simple to use timesheet interface. To avoid errors they can only book to projects and tasks allocated to them. The system calculates the buying and selling rates automatically and allocates the time to the project. There's no more waiting around for someone to collate this information manually. You know exactly how much time is being booked and have an instant picture of your profitability.

An ongoing challenge for businesses is controlling how much overtime is booked by staff. Deffinity allows you can set thresholds for each member of staff. You get alerted immediately every time the limit is reached. This ensures complete control of projects costs at all times.

Tracking who has or hasn't submitted their timesheet can be a demanding task especially when you have a large workforce. Deffinity simplifies the process by notifying each resource automatically for a given week. Once submitted the advanced workflow takes care of approvals and notifying the appropriate managers.



d-resources

Deffinity **d-resources** does much more than the essential marrying up of available skills to required tasks. Deffinity addresses the day-to-day issues that arise, which make maintaining the schedule so tricky.

A schedule will only last until the first problem is encountered. You can vary schedules or assign others to run sub-areas for you. Deffinity is available from anywhere you can access a web browser, which means the system provides a living, breathing view of who is doing what when. You save time and money phoning around catching up on who is where before you can make an informed decision.

As the whole system is live, it will also alert you when a resource member is booked out, on holiday for example. So you don't have to constantly check whether your plan still holds together.

Another benefit of having a live system, that shows resources in real time, is that you can share the information with your customers too. Whether you deliver services to internal or external customers, they can see exactly what your people are doing for them. You save more time by not having to explain what is already going on. Similarly, your customers save time and you can delight them with a clear view of what is being done for them.



Organisations can no longer restrict their staff to working within the restrictions of normal office hours. Staff require the flexibility to work remotely whenever it's required. It's therefore essential to have access to company data 24/7.

Deffinity **d-docs** provides a secure and simple way to access documents from anywhere using a browser. You can store documents within one of the many modules, or centrally to the main document library which acts as a place for employees to access common documents. Whatever your preference, Deffinity provides you with a flexible approach to managing your corporate data.

To make things even easier, you can send e-mails with attachments directly to Deffinity. The system will store the e-mail, as well as the attachments, directly into the appropriate area - whether that relates to a project or to a service desk ticket. The moment they are uploaded, Deffinity indexes the documents. That means you can benefit from the powerful search capabilities.

To eliminate the possibility of someone overwriting your document, Deffinity d-docs includes version control, which automatically saves a previous copy of the document.



Deffinity **d-training** provides an easy way to plan and manage staff training needs. Staying on top of what training is needed by which person and when, and then ensuring that they comply with your organisation's requirements has proven very challenging. Deffinity's

system makes the whole process simple.

Deffinity **d-training** removes the headache associated with managing training across your workforce.

You can plan, manage and report on the progress of all training activity across your organisation. You can build your own directory of courses, establish targets, map courses to grades, and manage the booking process from a simple-to-use web interface.

The gap analysis report along with other dashboard reports help to determine shortfalls in your training plan. You can then book the relevant courses for your staff. The automatic alerts will keep managers informed when training is due so that they can organise cover.

When training is complete, the system ensures feedback is received automatically. There's no longer a need to chase paper-based forms; it's all done online and results are captured centrally. This in turn means it's straightforward to produce financial reports.

Since the system is integrated with the rest of Deffinity, it's easy to search for resources with specific skills and accreditations.



d-inventory

For service providers, planning inventory levels ahead is crucial. Deffinity actively tracks inventory levels across customer sites so your business can delivery services on time.

One of the most important aspects of inventory control is to have the items in stock at the time they are needed. This includes ordering from suppliers early enough to ensure delivery at the before the required time. Thus, buying requires advance planning to determine inventory needs.

Performance is measured based upon speed of response it is imperative that buying plans are formulated early enough to allow for intelligent buying without any last minute panic purchases to satisfy customer demands.

Part of your purchasing plan must include accounting for the depletion of inventory. Before a decision can be made as to the level of inventory to order, you must determine how long the inventory you have in stock will last. Another dimension that needs to be considered is managing stock across multiple customer locations.

Deffinity helps you keep an active track of inventory for each of your customers. It provides a facility for inventory to be updated as a request is handled. Automatic alerts notify procurement to order new stock and since all projects are centrally logged it makes it easier for the business to anticipate stock levels required for each type of item. This helps you to deliver projects and requests on time without fire-fighting at the last minute.



d-vendors

Almost without exception, organisations are highly reliant on a wide variety of vendors. Outside vendors provide the hardware, software, managed services and resources that drive most outsourced and co-sourced functions within a business.

Most good businesses are aware that a cooperative and amicable relationship are necessary to extract the most value out from vendor relationships, while applying good management practices that ensure that the vendor is performing up to expectations and meeting committed service levels. This can be challenging as a wide variety of vendors must be managed.

The complex nature of projects requires effective communication not only to internal resources but to resources belonging to that of a vendor. Effective project deliver requires vendors to be as much a part of the process as internal staff. Conventional tools however fail to support this intricate web of resources. Communicating requirements tends to be left to individuals which if done lightly or without sufficient checks and balances can be disastrous to the bottom line.

Deffinity recognises the importance that vendors place in project delivery and have integrated a view that provides vendors access to the portal so they feel an integral part of your business. Here they can respond to tenders, update tasks allocated to them, maintain their catalogue of services and manage their company profile. Deffinity helps to track vendor performance over time so that your business only uses the top performing vendors and removes those that underachieve.



d-tenders

When running competitive tendering for services, Deffinity d-tenders lets you control all parts of the process and even builds the project plan for you.

So often in running competitive tenders for services things start falling into the gaps between different parts of the process. In particular that between the owning and procurement departments; also, the gap between the tender process and the start of the delivery. Both cause big problems that can lead to wasted time and money. Deffinity d-tenders is designed to build bridges to avoid these problems.

As Deffinity d-tenders is an online system delivered via the web, everybody involved in the tender process can access the same information. No longer do you need send and receive spreadsheet and document files. These run the risk of fragmenting into many different versions and can lead to decisions being made on out-of-date information. You don't want to start the delivery of a new service by changing and agreed service level or agreeing to pay more for the service. Deffinity d-tenders helps mitigate those risks.

Another problem with using e-mail as the main tool in running a tender process is getting sign-off. An e-mail from the procurement department may well indicate that they are happy for the purchase to go ahead. An 'electronic signature' in Deffinity sates for certain that they are, and stores this against the pricing and service details. All of which helps reduce the costly errors that crop up when departments collaborate on competitive tenders processes.

Our Solution



Deffinity is a subscription-based service which simplifies the typically complex strands that make up project operations. Unlike conventional project tools, Deffinity brings to life every component of a project from the moment it goes live.

It ensures everyone from project managers, vendors and engineers operate from the single platform. This helps you to set standards in project delivery and promote exceptional service quality throughout your business.

Deffinity already have an impressive track record in vastly reducing project administration costs by up to 50%, significantly improving communication between vendor and client teams, and providing complete visibility of all service and projects in real-time. Together, this means better margins, improved client trust and relationships, and significant repeat business.

How is it different from traditional project tools?

The problem with conventional tools is they tend to be static and disjointed. Imagine if you have 100's of projects running simultaneously. Each of these projects will normally have a project plan created within MS Project. Associated with each plan is normally a series of spreadsheets to manage the budgets, resources, financials and risks and issues. That's a lot of spreadsheets and a lot of updating and a lot of cross referencing of data.



Every day you go through the arduous task of manually updating the progress of each milestone. You then have to wade through the other worksheets to update every other bit of information relating to the project. This has to continue for every project you are working on. And at the end of the month you have the pain and expense of sorting through a pile of timesheets and try and book costs to each project.

Then there are management reports – another manual and laborious process!

There's a simpler way – it's called Deffinity. Deffinity brings together all your information and places it at the heart of your operations where your projects are easy to track, easy to manage and easy to communicate.

Role-based Views

Deffinity provides a role based view so you only see the information that is relevant to you.

Project Managers get a comprehensive view that allows them to manage their programmes, allocate tasks and manage every element of a project.

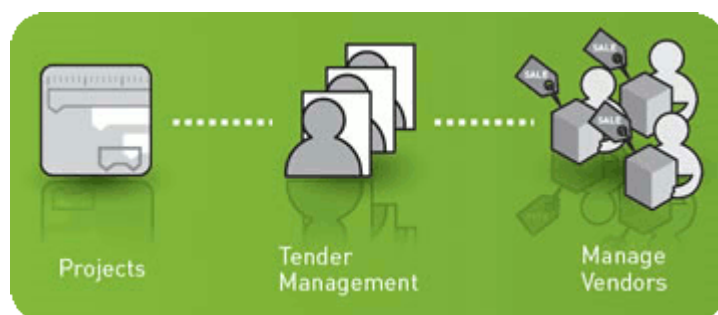
Engineers can update tasks assigned to them, log timesheets and expense, book annual leave and update asset information.

Vendors can log into Deffinity to access tenders assigned to them, update tasks and manage their catalogue of pricing.

Customers can access a portal to gain access to live project progress reports

What's included within Deffinity?

With Deffinity you get so much more than a conventional project tool. Deffinity does a lot more for your business. It begins the process of managing at the tender/RFI stage and helps you to control the bidding process from submission of the bid proposal to scoring and selecting the most suitable vendor.



From then on Deffinity takes care of every aspect of the project from managing tasks, financials, and inventory all the way to quality control and customer feedback. Everything you need is in one powerful yet simple to use web platform.

You can plan your projects across various programmes; manage costs and staff activity in real time; handle budgets and bill of materials, and take control of procurement and inventory. Even issues and risks are captured and tracked centrally. And you no longer have to look for documentation – all your documents are stored in a logical place – against your project.

Now you're back in control!