

Ensuring Excellence for Every Project

Prevent project failures, resolve technical delivery issues, improve complex delivery methods long-term, and stop future implementation oversights to ensure your objectives drive value towards organizational goals.

The Road To Success Is Paved In Innovative Technologies.

Successful delivery of complex technical solutions is challenging, and failure is a constant threat. But, the good news is that most causes of failure are preventable.

With a dual focus on the current state of delivery teams and planning for the future of IT organizations, AIM helps our clients operate in the future as innovative technologists.

AIM'S Technical Delivery Excellence Offering:

- ✔ Resolves prevalent delivery issues
- ✔ Prevents future failures in technical implementations
- ✔ Improves our clients' complex delivery methods long-term
- ✔ Ensures IT drives value toward the organization's vision

Benefits Of AIM's Technical Delivery Excellence

- ▽ Ensures product delivery is aligned to product vision
- ▽ Provides visibility into outcomes and value being delivered
- ▽ Improves cross-department collaboration
- ▽ Increases alignment, ownership, and accountability
- ▽ Ensures speed, cost, and quality metrics are met
- ▽ Reduces risk and friction within the delivery process
- ▽ Trains and supports team members through doing

Tactical Approach

We recognize that clients face situations where they need a seasoned veteran to take the reins of a project and drive it to delivery. Our team has experts at saving struggling projects in need of recovery. Or you may need leadership with the experience in taking an idea off a whiteboard and delivering to implementation for your next strategic product launch.

Strategic Approach

Clients may be faced with a product or program that isn't meeting expectations but they aren't sure why. Our team of experts have the experience to do a full 360 degree assessment to identify the underlying issues and come up with a plan and roadmap to address. Or you may be looking at changing your technology stack but are unsure how to take the first step. Our experts will work with your team to develop a create a step-by-step roadmap to help you transition without breaking your business.

Delivering Technology Is What We Do

As a technology consultancy with deep experience delivering technical solutions, AIM is rooted in technology. Core to our success are established methods of managing complex engagements and our team of seasoned Technical Delivery Experts, many of whom were developers previously.

Our goal is to drive improvement, quality, and predictability within your teams. Doing this successfully requires wearing many hats, technically and personally, as your team's strategist, technologist, project manager, mentor, advisor, confidant, and more. We dig deep and build strong relationships to understand where your organization has been, where it needs to go, and how to get your team there effectively.

Success Stories

CLIENT

CHALLENGE

APPROACH

RESULTS

American Multinational Chain of Coffeehouses & Roastery Reserves

A large Seattle-based coffee retailer sought to revamp their existing customer loyalty and rewards program to make it easier for customers to use rewards and attract new customers to the loyalty program.

AIM evaluated the client's applications and data and identified integration points and teams in the program that would be affected by implementing the loyalty program. AIM's technical delivery excellence (TDE) team helped each client team understand changes required for their applications and data. AIM partnered to design solutions and build backlogs to modify their systems to support the new program.

With AIM Consulting, the client was able to bridge the communication and technical gaps for teams across 14 departments enabling to deliver. The overall project deployed new loyalty program features for over 16,000 retail locations and partner storefronts and positively impacted the experience for 16 million customer loyalty members.

Global Online Travel Shopping Company

A global travel shopping company specializing in consumer and business travel struggled to identify and resolve issues within its service applications that led to a poor user experience, including interruptions to business transactions. These incidents were often realized only after reported by customers.

AIM's TDE team worked across the organization to provide a DevOps & Agile maturity score card, then created a roadmap for each team to mature. AIM helped the client launch an engineering center in China for integrating DevOps tools into application code. AIM created KPIs and processes to perform root cause analysis on live-site incidents using methods such as 5-whys to build a backlog that the China team and others integrated into their work.

By implementing metrics focused on being "quick to fix" and "first to know" the client's internal incident reporting improved from 25% to 86% within 6 months and priority incidents remediated within 60 minutes improved from 19% to 56%.

Electric and Natural Gas Company

An electric and natural gas company sought to win the JD Power Award for customer service and to do so they needed to improve their technologies to better their customer service.

In an effort to help the client improve its tech infrastructure, AIM created a roadmap that envisioned a stabilized foundation for critical systems that impact their customers, upgraded relevant technology, and to implement delivery enhancements to re-energize internal teams around this initiative. The roadmap was designed to modernize infrastructure as well as achieve regulatory compliance.

With a solid understanding of its current state, clear goals for the future, and a multi-year strategic roadmap, the client was able to pursue the necessary projects and partners needed to provide an award winning, world-class customer experience.

International Media Company

An international media company and a supplier of stock images, editorial photography, video and music for business and consumers, with an archive of over 200 million assets needed to create a mobile application for design professionals that mimicked its desktop application.

AIM deployed a technical project manager who led an engineering team with UX at the forefront, redesigning the mobile application with full functionality of the organization's desktop application. The AIM TPM put the user experience first and ensured UI/UX best-practices were at the forefront of design.

Due to the complexity of the project and success from AIM's tailored approach, the Media organization re-evaluated its approach to mobility moving away from promised low cost options from offshoring for mobile application solutions in the future.