



CQC Solutions is excited about future prospects. There's been an upturn in business activity, interest from new clients, investment in new software and a potential Olympic medal...

CLARITY OF PURPOSE

CQC SOLUTIONS was founded in March 2007 by a group of seasoned programme and project management professionals who wanted to provide high quality/ deep knowledge advisory and support services to major organisations, using CA-Clarity and other leading programme and project management software.

CQC has been successful way beyond its founders' expectations and has established a portfolio of clients, including many major blue chip household name organisations and has been awarded ISO9001 certification in recognition of the quality in how we run our business.

Over the last couple of years CQC has found that many businesses under-utilise and fail to derive the full potential of their investment in Portfolio Project Management (PPM) and Business Process Management (BPM) solutions. In particular they seem to generally face challenges with user adoption. As practice leaders in our chosen specialism CQC offers effective and proven consultancy, training, support and customisation and has helped many of its clients to successfully adopt PPM and BPM technologies.

CQC is a CA Gold Partner authorised to sell application licences, as well as being a Services Provider to the CA Services

organisation, CQC also supports the UK Clarity User Group providing presentations and advice to a wide number of Clarity clients. CQC actively works with CA to develop and jointly market specific capabilities for the Clarity PPM tool.

CQC not only provides PPM and BPM consultancy services, but also provides support to Clarity PPM users from its support centre in Slough as well as providing hosting services for a number of clients.

Based in the heart of London, CQC's steadily growing team of consultants are renowned for their straightforward, pragmatic approach. The team serves a wide range of clients including:

- Vodafone
- Nokia
- ING
- Deutsche Bank
- St Andrews University
- Yell
- Emerson Process
- DSTi
- TelerealTrillium
- Schroders Investments

CQC knows that it can compete with the best in its chosen field. It is proud that it recently won a six figure engagement for a FTSE 100 client in competition against a \$21 billion revenue global management consultancy, technology and outsourcing company.

The CQC team

John Quinn: managing director

John worked in the IT sector for over 25 years gaining experience in engineering, commercial and banking businesses.

John has provided exceptional expertise in developing application capabilities to meet unique client specific requirements, as well as designing complex integrations with other applications.

As MD of CQC, John has continued to guide and develop the company from its inception in March 2007 to the present day, through ensuring the company has the right mix of innovation allied to high quality delivery, providing high levels of client satisfaction.

Neville Rhodes: commercial director

Neville has responsibility for setting the commercial strategy for CQC, which includes marketing initiatives, partner strategy and relationship with companies such as CA; he is also responsible for developing and helping to forge long-term client relationships.

Neville also conceived the idea of packaged offerings for clients, such as PMO Out of the Box,

Requirements Traceability and Agile/Waterfall combined capability using Clarity PPM.

Prior to helping set up CQC Neville had responsibility at WorldCom/ MCI for network management systems and application support across EMEA and Asia Pac, before joining Niku and BearingPoint with responsibility for managing services teams deploying Clarity PPM systems.

Sanjukta Chaudhuri: delivery director

Sanjukta has been working in the project management space for over 13 years. After completing her MSc in International Business (Economics), Sanjukta began her career as a business analyst within the energy sector,



however, soon moved into the project management arena and has delivered projects and provided consultancy for clients within the energy, retail, banking, telecoms and airline industries.

Within CQC, Sanjukta is responsible for developing CQC delivery strategies for specific client PPM and BPM solutions and also the packaged offerings. More recently, Sanjukta provides advisory services to clients regarding how to improve the efficiency of their PPM and BPM solutions.

**Richard Dunmow:
technical director**

Richard has over 20 years' experience in IT. He has worked with Clarity for over 12 years; back when it was called ABT Repository Version 2. Richard provides CQC with detailed technical knowledge of the underlying technologies of the Clarity Suite. Richard also provides development expertise to enhance the Clarity product in the areas of integration and reporting.

Richard is also responsible for running the CQC Tier1 and 2 helpdesk service and the hosting capabilities.

**Michael O'Regan:
development director**

Michael provides CQC Solutions with over 20 years' experience in finance and systems and has worked on the Clarity product

for 10 years. He has been deploying the product across a global client base since 1997 and has seen the product develop into its current format, Clarity, having had extensive knowledge of Proamics Project Accounting that was incorporated into Clarity.

As a Qualified Accountant Michael has a lot of experience of implementing various financial and management information systems. Prior to joining CQC as one of the founding members, he worked for BearingPoint.

**Thoughts on the current
market and the future**

Last year was a hard year with many clients both in the public and private sectors unwilling to invest in changes to their organisations, processes or systems. As organisations focused on survival they lived with known inefficiencies.....

However, early signs for 2010 are that clients are now interested in discussing change and are prepared to make investments in their systems and processes. After a period of forced inaction CQC have noticed a marked sense of urgency and a desire to move forward quickly, as there is a realisation that action is now needed if the organisation is to remain competitive and to prosper.

The emphasis in 2010 appears to be:

- The provision of 'one single truth' view, where senior executives are provided with portfolio views that enable them to make strategic business decisions, from realistic and consistent core data.

- Increased use and adoption of Agile methodologies, with emphasis on larger and increasingly complex projects and programmes and integration

into Waterfall projects and programmes.

Over the last year CQC has invested heavily in developing a Requirements Traceability capability. This meets the need where it's necessary to evidence that requirements are traced from source through to delivery/test, in a way which records and identifies the personnel involved in each part of the process. Requirements Traceability is attracting significant interest from industries such as aerospace, automotive, pharmaceutical, and nuclear.

Looking to the future, CQC will continue to develop the PMO Out Of The Box offering, and Agile solutions which were launched in early 2009. A specific university option has been developed which offers these institutions a low cost, low risk and feature rich Prince2 compatible Clarity PPM option.

Community support schemes

Since October 2008, CQC has provided sponsorship to the triple jump athlete Shakira Whight in her ambition to represent UK at the London 2012 Olympics.

CQC Solutions Ltd worked with Catch Sport and their network of contacts with the National Governing Bodies (NGB) for sport, to deliver a sponsorship programme that is designed to provide Shakira with much-needed financial support at a critical time of her development.

John Quinn, MD of CQC Solutions, added: "All of us at CQC are delighted to be able to help this talented young athlete achieve her goal to be part of the TeamGB competing at the 2012 Olympics."

■ For more information, please visit www.cqc-solutions.co.uk.



MEDAL PROSPECT: Shakira Whight, sponsored by CQC, is ranked as the number one triple jumper in the UK.