Taking You to Profitable Success

gistec Approach

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Objectives

This whitepaper is intended to draw client's attention to the importance of selecting the best approach in implementing the GIS technology. Based on gistec experience, it explains how to deliver the expected business results and to achieve the goals set by the organization in a shorter time.

In this process, four main factors are taken into consideration: the ever-changing dynamics of the IT industry, the evolving users' needs, the measured success, and the fast-paced environment.

Introduction

Up until few years back, the typical process of purchasing, implementing, and delivering computer hardware (server), an IT system, or a GIS solution used to take months or in some cases, years, no matter the size of the project.

An organization would start by hiring a consultant firm/individual to gather its user's requirements, evaluate all the various available technologies, review the existing contractors, and eventually create what is called "the roadmap consultancy report".

The report will undergo a long process of review by the organization before it's potentially approved. The consultant is then contracted to write the RFP which will be used and floated to collect proposals.
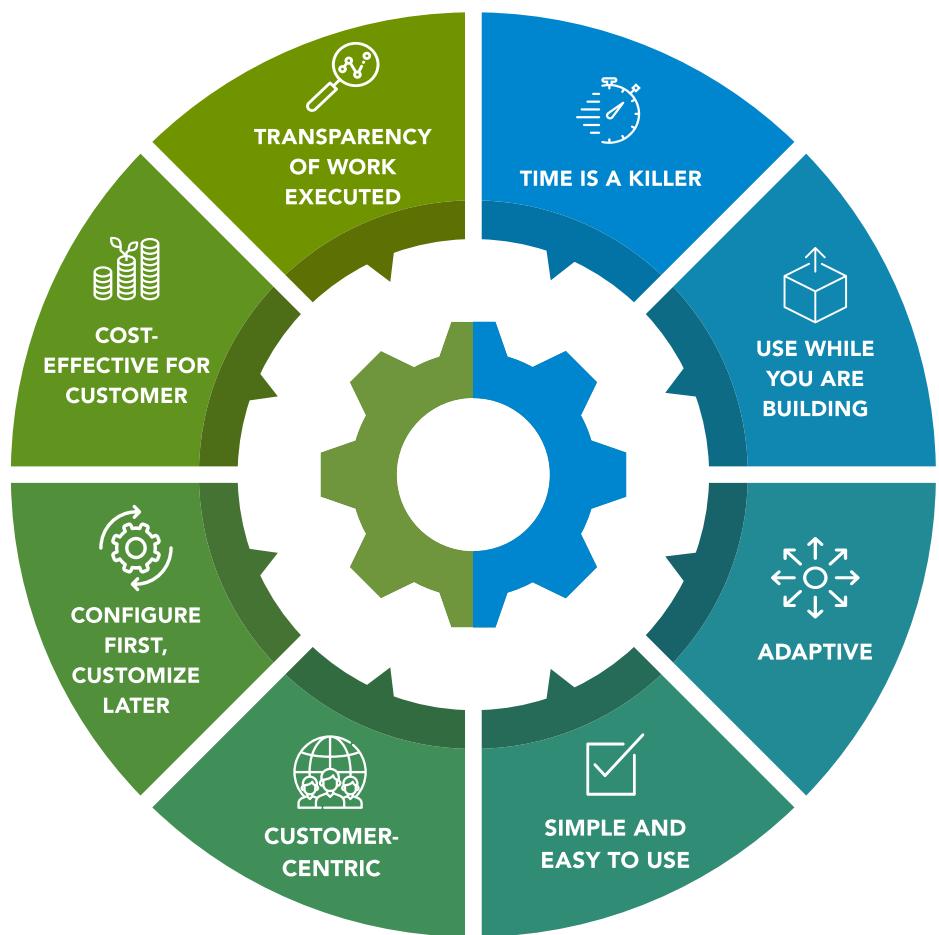
After a long evaluation and effort-consuming review and negotiation process, a contractor would be selected and so the project could start. The process, from the time the organization identifies its needs until the system or application is given to actual end-user, can range from one year to several years.

In the era of cloud computing, smart phone apps, instant communication, and social networks, circumstances are different and there is no time to wait for years or even months until a project is envisioned and delivered.

With billions of applications available online and on mobile (in Google Play and Apple App Store) that anyone can access instantly and start using in minutes, users cannot wait months to get similar apps. If the organization cannot deliver as quickly as possible, the user will surely consider other alternatives as it was the case many times.

gistec Approach

gistec's main objective is to make sure that the client is successful with our technology. Though our approach has evolved over the past 25 years, our focus remained the same—to make our community happy. This approach relies on the following pillars:

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TIME IS A KILLER
As explained above, the organization will no longer wait for months until the solution or application takes its classic cycles of study, roadmap, RFP, contracting, SRS, etc.

USE WHILE YOU ARE BUILDING
The technology of 2017 such as ArcGIS 10.5 or Geocortex, for example, is far more powerful and has rich out-of-the-box applications. This is in addition to methods and tools to configure new capabilities in a very short time. This fact enables the users to receive a part or most of their requirements in a short time and actually use the system while other requirements are being developed.

ADAPTIVE
It is critical to understand that user requirements in the short term and business needs in the wider perspective have one fact: they keep changing. Therefore putting the user on hold until the classic process of consultancy and roadmap is completed would not work. By the time the application is developed by the contractor, the user himself or his requirement would have changed, not to mention technology. Therefore, adopting an agile management is crucial. Building and delivering in a short time while getting the necessary contribution and feedback from the user will guarantee the success of the business mission.

SIMPLE AND EASY TO USE
Ease of use is the key to the success of any solutions, software, or application. Users should not struggle in using the solution, therefore we pay attention to provide a smooth user experience and interface.

CUSTOMER-CENTRIC

Since day one, we put our clients at the core of our business. We make sure to provide our clients with good customer experience when supporting and serving them. Few years ago, we adopted cloud computing and made it for the benefit of our clients through a self-service portal (mygistec) which empowers the users to be fully in charge.

CONFIGURE FIRST, CUSTOMIZE LATER

Customization and development always comes with a big cost and lots of pain for any organization, therefore the "configure first approach" is critical for success. All the existing technologies support this approach and therefore have built-in applications for this purpose.

COST-EFFECTIVE FOR CUSTOMER

Customers are working on more and more optimized budgets, requiring the need to quickly plan, prioritize, and invest on projects and services that are relevant for the business at a given time without having to wait for elaborate procurement cycles. Plus, there is a need for customers to break large programs to smaller bespoke initiatives for better costing and governance. gistec's approach is based on the above by supporting the users in identifying such opportunities and putting an agile plan to implement the initiative quickly. This helps companies realize maximum business value as the focus is on their business priorities and technical delivery while keeping other overheads minimum.

TRANSPARENCY OF WORK EXECUTED

In today's world, business leaders expect complete transparency from vendors and consultants in terms of what is being implemented, and the effort utilization for the same as this eventually translates to time and money. gistec's core approach with mygistec online and customer-centric portal is to address this issue and help customers in monitoring at a given time where the time and money is spent. This will immensely help our clients in evaluating their budgets for their future projects and initiatives.

Achieving success is the objective of every customer. However, this can only be guaranteed through selecting and adopting the correct approach. Whatever is the budget or the requirements, time is a killing factor.

About gistec

gistec, Esri Official Distributor in the UAE, is a professional services company specialized in the development of intelligent and enterprise-wide geo-spatial data solutions for clients in a variety of disciplines and industries.

Our services include GIS consulting, database services, geographic imaging, applications & production/solution development, server, web and mobile GIS, 3D GIS, training, and time and material professional services delivery program.

gistec leverages GIS information within dynamic business processes. We can spatially enable your existing or planned business applications such as Enterprise Resource Planning, Customer Relationship Management, Asset Management, Maintenance Management, and Human Resource Systems. Our extensive GIS implementation experience ensures that the solutions we implement are future-proof.

gistec collaborates with leading software vendors and data providers to offer our customers the most modern and comprehensive selection of geo-spatial solutions worldwide.

To support its users and increase customer engagement in the cloud era, gistec implemented mygistec, a self-service customer portal which can be accessed via **my.gistec.com**.