

Gigster Service Delivery

Innovating Software for Digital Transformation

CHALLENGE

Lack of digital talent and process inhibits transformation.

As enterprises operate in an increasingly global digital economy, they must embrace digital transformation strategies to compete effectively and meet market needs. Digital innovation brings significant benefits—productivity gains, shorter time to market, customer acquisition and retention, and revenue growth.

But executives and technology leaders say innovation is difficult to accomplish because their organizations:

- › Lack the right digital skill sets and expertise
- › Struggle to operationalize key agile processes and technologies
- › Are unable to keep pace with changing customer demands

SOLUTION TO CHALLENGE

Fortunately, there's a better path to digital innovation.

With the explosion of outsourced staffing, service models, and freelancers, there has never been greater opportunity to acquire digital talent to drive transformation. But even with the emergence of new channels for talent and services, sourcing and verifying skills, optimally constructing the team, and delivering value continuously to meet customer needs requires more than can be provided by talent agencies, freelance platforms, and traditional system integrators.

GIGSTER SOLUTION

Gigster Service Delivery.

Gigster creates dynamics teams that are distributed and staffed elastically (just-in-time and only as needed), and provides those teams with modern methods and tools to innovate digital software for the ever-evolving needs of the enterprise. Gigster Service Delivery is the methodology used to plan, develop, and service the innovation. Using a proven delivery process created from thousands of digital projects, Gigster employs agile development best practices to build and assure software, maintain and evolve the code base, and manage the innovation team.

The results? Fast and frequent value delivery, high-quality and low-risk code, and lower total cost of ownership as well as greater productivity as compared to waterfall methods.

KEY BENEFITS

Maximize customer value

Minimize delivery risk

Accelerate time to market

Lower total cost of ownership

"We were hoping to be able to open customer accounts in 24 hours, and then suddenly Gigster showed us how to do that in 20 to 30 minutes. I don't know of any other bank that is even close."

– Carlos Molina, Chairman,
Private Investment Bank

PLAN

DEVELOP

SERVICE



PLAN

Discover Value

Determine business requirements

- > Business drivers for themes, epics, user stories
- > Align customer success criteria with measurable outcomes

Design the system architecture

- > Technical requirements specification
- > Solution technical stack specification
- > SecOps protocols creation

Design the user experience

- > UX/UI usability, accessibility, and user interactions
- > End user experience
- > Build-cycle preparation



DEVELOP

Create Value

Build the software

- > Development cycle
- > Sprint iterations
- > Development team and peer team code reviews

Assure software quality

- > Sprint test planning
- > Standard testing
- > Triage and bug fix verification

Gain end user acceptance

- > End-to-end user story validation
- > Production release planning
- > Release plan approval



SERVICE

Realize Value

Manage software releases

- > Software monitoring
- > Security testing
- > Incident response
- > Training and adoption
- > Release documentation

Maintain and support software

- > Corrective maintenance
- > User-reported bug fixes
- > Enhancement services



To learn more, visit gigster.com

About gigster

Gigster helps more companies expand their ability to innovate by building dynamic teams made up of top global talent that create industry-changing custom software.

Breakthrough innovation requires dynamic teams. At gigster, we believe that teams should use the best talent no matter where it is located. These teams are brought together in days and have the exact skills to expand your innovation capacity. This is gigster. It won't just change the way you work, it will make you rethink what your company is capable of.

Gigster – Team. Dynamic.

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