Centre of Excellence.

ANS

Think Bigger.

What is CoE?

A CoE is a centralised unit of dedicated people who streamline access to scarce, high-demand capabilities for rapid execution across the business. The CoE hones expertise in a specific subject area and standardises best practices for wide-scale adoption.

ANS' Centre of Excellence is designed to give you the ability to tap into a rich pool of skills and resources as and when you need them,without the burden of having to build your own in-house capability.

To keep pace in today's cloud and digital world, you need services that can be continually developed, engineered and optimised, and to do this, you need a Centre of Excellence (CoE).

ANS' CoE structure.

The ANS CoE structure comprises of a multi-faceted team with the technical capability to deliver any project, any size. With a dedicated Customer Success Manager and a dedicated team aligned to your service requirements, ANS' CoE can deliver value at speed.

Data

Cloud

01
02
03
04

Customer

Dynamics 365

Development
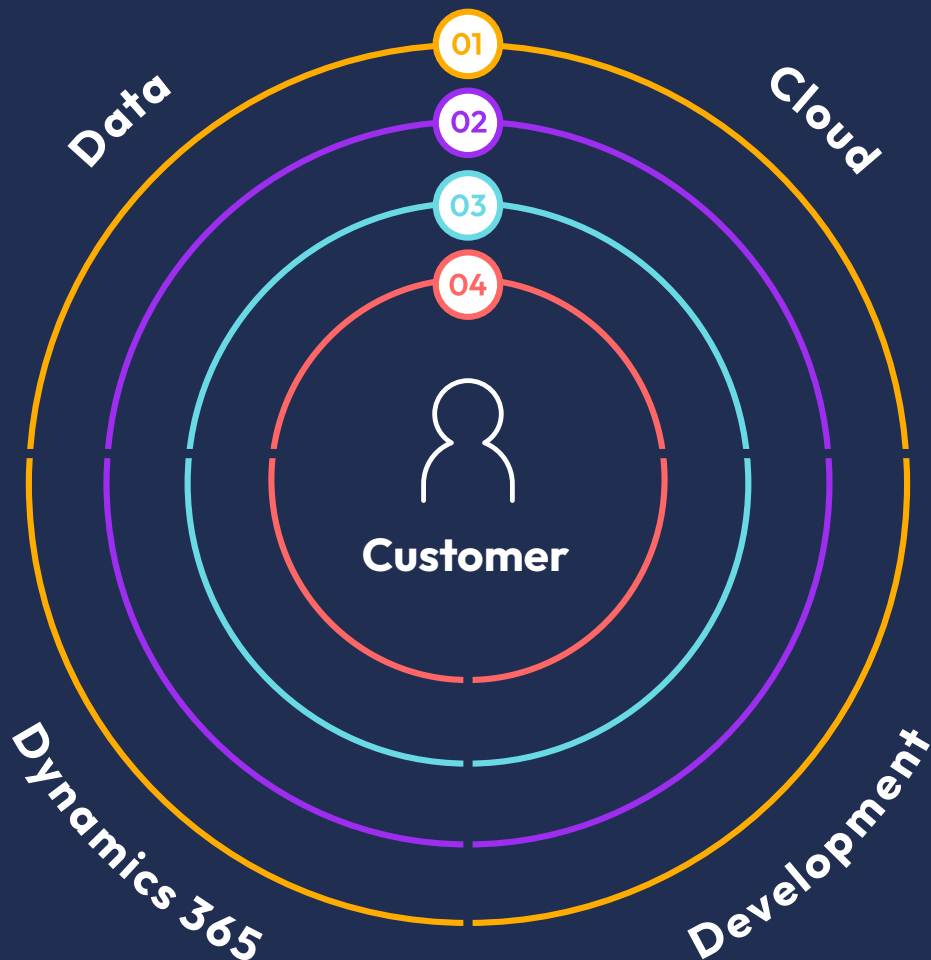
01 Customer Success Manager (CSM)

Your constant point of call throughout your service

Responsibilities

- Owner of the relationship
- Responsible for the success of the service
- Will host regular service reviews

02 Project Manager

Managing your project from end to end

Responsibilities

- Point of contact
- Sprint planning & allocating
- Backlog planning & updates

03 Customer Success Architect (CSA)

The architect is responsible for the sucess of your operation

Responsibilities

- Transposing business problems into technical solutions
- Defining & estimating technical initiatives
- Proactively recommending & developing the backlog

04 CoE Engineers Capabilities

The engine of CoE implementing the service to best practice standards

Responsibilities

- Execute engineering work against a pre-agreed backlog
- Improve functional and nonfunctional areas of the technology
- Work in a continuous and agile manner to maximise

Our Centre of Excellence customers benefit from

Acess to in demand skills, on demand

Tap into a broad range of highly demanded skills as and when you need to.

Significant cost savings

Avoid having to pay for very expensive resource in-house.

Get up and running faster

Save months or years by avoiding having to build your own COE in-house.

Implement changes rapidly

Utilise ANS' own intellectual property to action backlog items at pace.

Bespoke solutions

If needed, we'll engineer capability from the ground up.

How it works.

Take a look at our continuous 7-steps CoE process along with the experts aligned to each stage.

02 Backlog items created

We will work with you to build your backlog - work is broken down into user stories and tasks, and acceptance criteria is identified.

04 Sprint plan

Hosted by your PM, your backlog items are scheduled into 2 week sprints*, and tasks are allocated to the appropriate experts within your CoE squad.

People involved
Project
CoE Engineers

06 Items reviewed

The completed work is then reviewsde the CoE engineer, giving you full insight into the output of the sprint.

People involved
Project
CoE Engineers

01 Hours

Choose your minimum hours.

What are hours?
Hours are the minimum time the COE engineers will spend working against the backlog per calendar month.

People involved
CSM
CSA

03 Time agreed

Time, prioritisation and resources to deliver the backlog items are agreed and reviewed.

People involved
Project

05 Item actioned

CoE engineers work on the items in the current sprint. We'll use our own IP or engineer the functionality from the ground up to get the processes implemented as quickly as possible.

People involved
CoE Engineers

07 Backlog updated

*Depending on hours purchased

What outcomes can you expect?

You will benefit from

- Periodic reviews of your environment – including configuration, best practice and new technology releases

- A turnkey Centre of Excellence combining people, processes and tooling

- Full customer success plan to drive maturity and operational excellence

- The ability to transform operational capability into an agile, robust function

- Agility and control over prioritisation of work items and tasks

Get in touch.

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