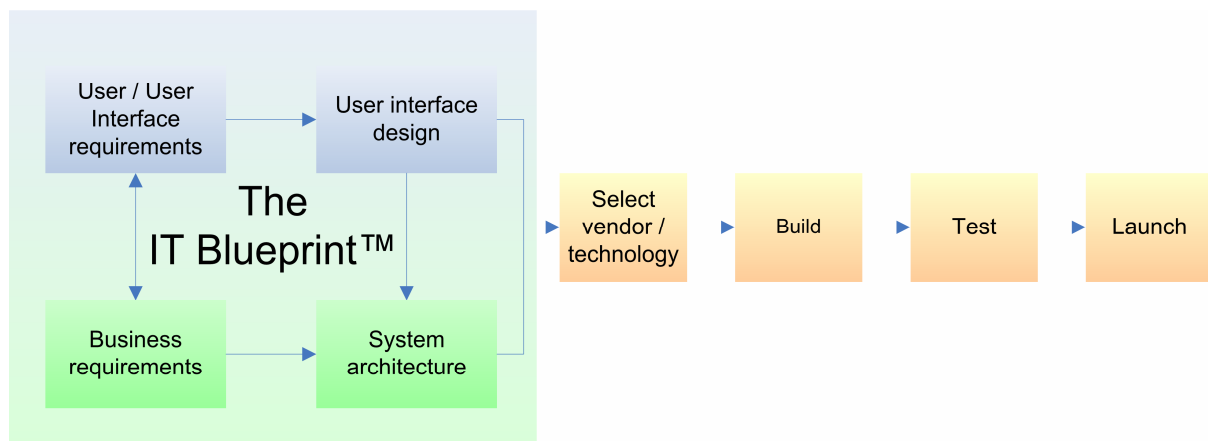


## XPBlueprint™: A complete and unambiguous specification for IT

XPBlueprint delivers the IT Blueprint: a complete and unambiguous application specification allowing the business to choose the right technology and IT to directly code from it, without interpretation.

XPBlueprint is critical because, until now, IT was the only engineering discipline to operate without such a blueprint. It is a visual representation of the entire application so management can sign it off as meeting requirements and users can sign it off as aligned with their work practices and that it is usable. It comprises business requirements, user interface requirements, all user interface designs with full behavioural specification and the underlying system architecture.

XPBlueprint creates a clear line of sight between strategy and application behaviour. Once complete, you can engage vendors and IT to build the solution you know will work, the first time. IT knows exactly what has to be done, all before a vendor is chosen or a single line of code is written.



For new applications, XPBlueprint enables you to choose the right technology and vendor, so you get the solution that directly meets your business needs, without making compromises and changing your business to suit the way the technology works.

For existing applications, XPBlueprint compresses years of change requests and releases into a single cycle, letting your IT team work on the next business initiative.

The IT Blueprint is delivered within the first 30% of the project's timeline, giving confidence in the outcome before commencing the build. The application is delivered on time, on budget and is usable, the first time.

### XPBlueprint™

- ◀ Quickly and accurately captures business, user and system requirements
- ◀ The complete user interface allows early executive and user acceptance
- ◀ Chooses the right technology and vendor
- ◀ Stops ongoing change requests and multiple releases to get it right
- ◀ Reduces total cost of ownership by reducing development time and effort
- ◀ Ensures rapid response to business and market opportunities

## Use XPBlueprint™ when

- ◀ You want to know that what you're going to get at the end of the project will work before you engage technology vendor
- ◀ You want to stop the requirements continuously changing, so you can deliver the application on time and budget, with all required functionality
- ◀ You need to identify the best technology solution to suit your business, without having to make compromises and change your business to suit the technology
- ◀ You want to use inexpensive offshore development services, but the communication problems and distance make it too difficult
- ◀ You want to deliver the final product within months, not years, so you can capitalise on market and business opportunities
- ◀ You want to use your IT services, but don't want to wait 6 months for an opening before they can get started
- ◀ You keep having to leave out critical functionality because you've run out of time, and you don't want it to take five versions until everything works properly
- ◀ You deliver technology solutions that still don't address the fundamental performance issues, meaning that nothing changed in the workplace

## Results delivered

- ◀ A 20% increase in customer satisfaction, across almost 2,000,000 customers, following redesign of retail internet banking
- ◀ A 1,000% increase in online customer self service, away from the call centre
- ◀ A 50% reduction in the number of screens for a self service website
- ◀ A 50% reduction of misdirection rates with a call routing system (speech, touchtone, auto response, and IVR)
- ◀ Redesign of an employee self service intranet, reducing screen count by 60% and increasing functionality and compliance with procedure and satisfaction
- ◀ Design and testing of a speech recognition system providing a high level of satisfaction and a 66% reduction in misdirection rates
- ◀ A 75% reduction in the number of steps in a banking and finance application, with an associated reduction in the need for training and support
- ◀ Complete acceptance and buy-in, across competing business units, for a new online customer acquisition website, reducing iteration and increasing time to market

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