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RFT-365 is a UK-based project consulting company. We provide specialist knowledge and support in a wide area of project delivery related matters helping you to realise the true potential of your organisations investments.



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- **Technology Services**

To lead and support your Network development and IT service delivery programmes from beginning to end

- **Consulting Services**

To support your business process improvement initiatives

- **Managed Services**

To guide you to select and deploy the right set of technologies with business results in mind



We proactively engage and work with you to understand your business goals and areas of concern. Our goal is to consistently listen to you as our customer and ensure we meet your needs on a **right first time basis** by making our services personalised, action oriented and result-focused.

We are a dynamic organisation, where our assets are our experience and knowledge which are continually evolving. We invest to keep ourselves up to date with emerging trends in technologies and best practices to ensure that you get the right solution that is specific to your business needs.

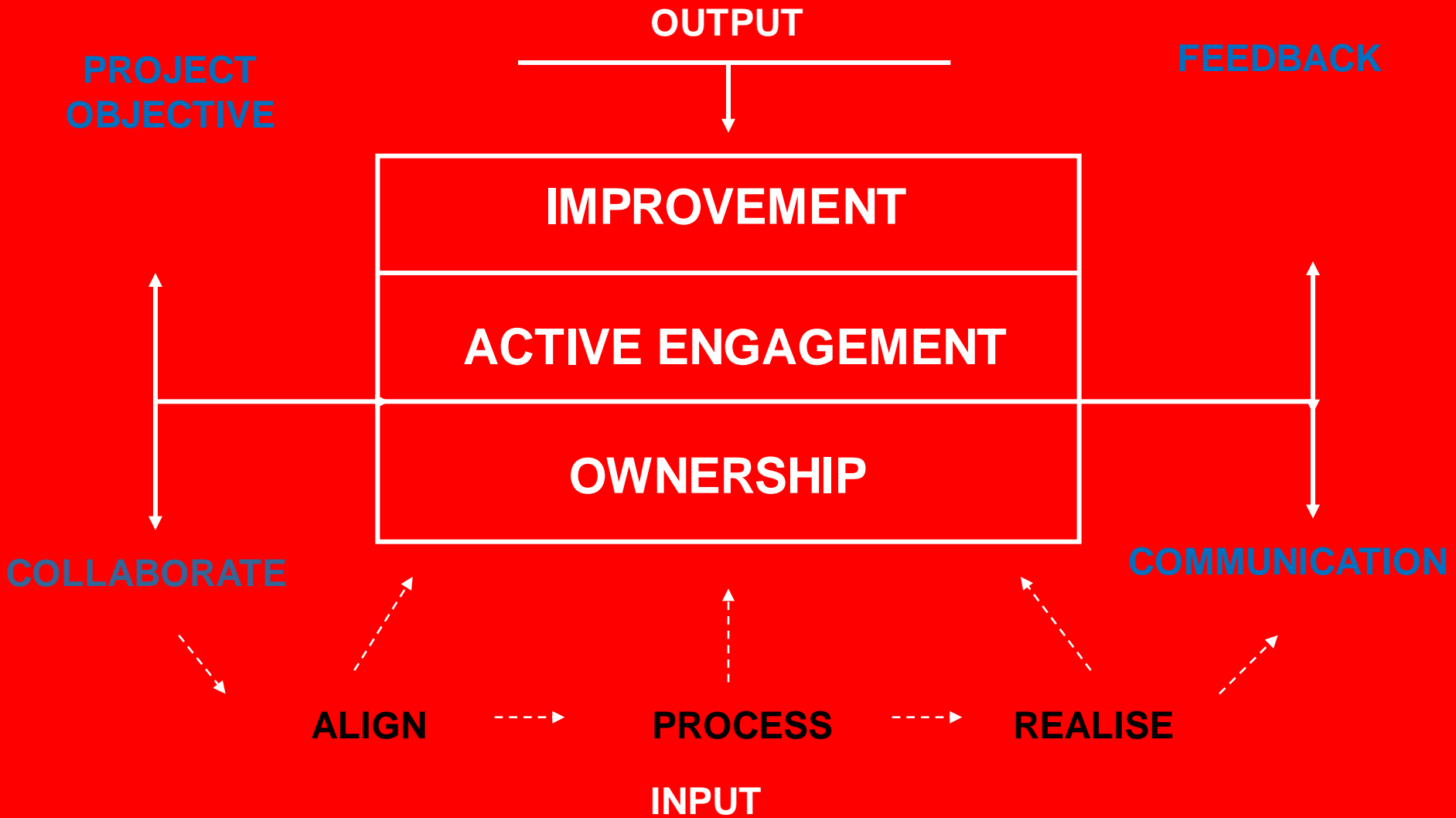
We understand that every penny of your investment counts no matter how small or large your initiative is. We remain committed to providing expertise that delivers results for your business. Our typical delivery framework is illustrated overleaf and the foundation of our approach towards service delivery is three – dimensional :

Align: Any engagement cannot achieve the desired outcome unless there is complete alignment established at the very beginning between stakeholders.

Process: If ‘Alignment’ is the essential ingredient, then ‘Process’ is the binding agent.

Realise: our focused approach to execution enables you to realise your business objectives.

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Technology Management

- Technology Infrastructure revamp for a leading commercial banks ATM rollout project.
- Network planning, and expansion for a national telecoms operator .
- Avaya Call Centre Deployment for a global telecommunications operator customer care centre

Collaboration Systems

- Implementation of Team Discussion Collaboration System for Client and Delivery Teams
- Implementation of Project Office Collaboration System for Client and Delivery Teams
- Implementation of SharePoint Portal System for Delivery Teams

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Programme Management

- Design and Delivery of Sales / BackOffice Process Automation System for a leading retail organisation
- Implementation of Demand and Inventory Planning System (DIPS) for a leading European digital media technology company

Process Management

- Post-Merger Business Process and Service Integration
- Business Process Documentation for the multinational Telecoms vendor
- Development of Project Budgets and Profitability Tracking Process



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"RFT-365 approach towards service delivery and project implementation really impressed us; especially with their hands on management and rigour in executing the network migration. They created clarity and visibility in the midst of considerable uncertainty, consulted, enrolled, built trust and managed stakeholders through the transition, while balancing perspectives and conflicts of interest between disparate teams"

Clarence Williams
Director
Spectrum Strategies

"RFT-365 were partners on whom we in PMO teams depended upon to assist in convincing our stakeholders and clients about our capability to deliver. They took keen interest in understanding the prospect / client situation and presenting the solution options with processes and instituted independent view points. An approach which resulted in win-win results."

Rebecca Wilkins,
PMO Lead,
Vfone Systems



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