

Dependable Managed Services

Innovation, efficiency & cost reduction.

Explore the potential of outsourcing application management.

criticalsoftware.com
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We are CMMI Maturity Level 5 rated.
For a list of our certifications & standards
visit our website.



Dependable Managed Services

MANAGED SERVICES OFFER

All companies want to reduce their costs, increase efficiency and sustain innovation. Managed services can be a strategic tool to support this difficult and pressurised balancing act.

Critical Software specialises in application outsourcing using managed services, whether off-site, on-site or a mixture of the two. Critical Software offers a flexible range of services, which allows clients to explore the full potential of near-shore application outsourcing, from a single application to an entire portfolio.

Critical Software's services are designed to be cost-effective yet individually tailored to meet each client's needs, both for management and operations. Critical Software's engagement can vary from simple staff augmentation to continuous optimisation commitments.

Based on Critical Software's comprehensive management and engineering methodologies, clients can begin to realise benefits right from the start. Using key performance metrics, Critical Software ensures its service delivery meets stringent standards and supports real and continuous improvements in our client activities.

COMPREHENSIVE SERVICES

Critical Software provides managed services for:

- Customised Software Factory Implementation
- Software Maintenance & Support
- Application Portfolio Management
- Software Testing & Quality Assurance
- Independent Software Verification and Validation
- Knowledge Transfer and Application Ownership
- Application Renewal

FLEXIBLE AND RESPONSIVE

Critical Software's Managed Service model provides:

- Service Level Agreement delivery commitments
- Flexible allocation of capacity to cope with variations in demand
- Pricing tied to service levels and volumes
- Operational performance metrics linked to process, documentation and outcomes
- Documented and transferable knowledge
- Flexibility to meet individual clients' requirements
- Access to highly-specialised personnel

EXPERIENCE AND MATURITY

- More than a million hours of application management expertise
- Existing clients include Infineon, Vodafone and AgustaWestland

- Support for mission and business-critical applications
- More than 15 years' experience in software development for multiple markets and knowledge domains

QUALITY AND CERTIFICATIONS

Quality has been central to Critical Software's progress since it was founded in 1998. Today, it remains an important and distinctive factor in its growth.

Critical Software's methodologies are certified against mature software engineering certifications:

- CMMI Level 5
- SPICE/ISO 15504
- ISO 9001:2015
- EN 9100
- AQAP 2110 and AQAP 2210

The Project Management and Risk Management processes are inspired by the Project Management Institute's Project Management Body of Knowledge.

ABOUT CRITICAL SOFTWARE

Critical Software provides systems and software services for safety, mission and business-critical applications. We work closely with our clients, helping them to meet the most demanding standards for performance and reliability.

We were founded in 1998, with NASA our very first client. Today, we work across many international industries and have offices across the globe.