WGS

Engineering Software.

Our IT outsourcing service follows

Proven + Reliable

Execution processes

We've worked with

150+ clients from **25** countries

TNV United Kingdom

AB-CAB ACCREDITED

ISO 9001:2015 Certified

PT. Walden Global Services (WGS) start in 2006 through programmer outsourcing to startups in the US. Today, we are a group of companies comprising ~300 employees. WGS has been recognized and awarded by Forbes in 20 Rising Global Stars 2015.

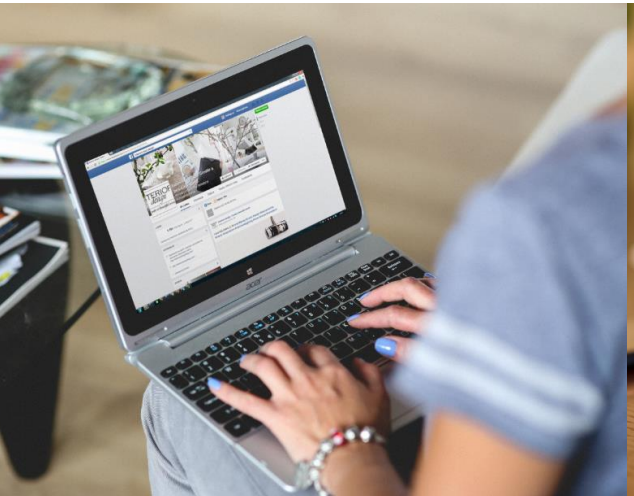
WGS provides engineering solution as application managed services. Our mission is to strengthen client's IT capacity and capabilities, automate their business processes, and allow them to innovate through technology.

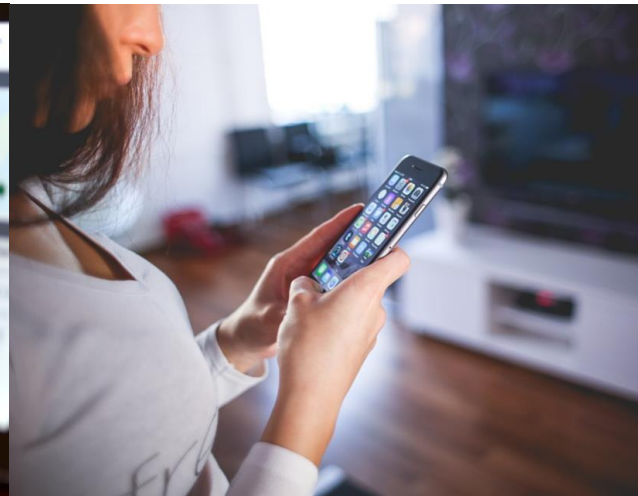
ADMS

Application Delivery & Managed Service

ADMS is the engineering solution for an enterprise IT, Marketing, & Business Development division; which covers:

- Websites and microsites
- Web-based applications
- Mobile applications
- Information Systems





ADMS Use Cases

[Work Type I]
SUPPORT
24x7 Support

[Work Type II]
EXTENDED-TEAM
Enhancements

[Work Type III]
FIXED-BID
New Projects

The contract shall be for a duration of 1 year or until the committed mandays has been fully depleted, whichever is earlier.

WGS ADMS vs In-House

ADMS service is developed to help enterprise eliminate common problem of digital initiatives

	In-House	WGS ADMS
Flexible & scalable development team	✗	✓
SLA & reports	✗	✓
Bug fixing is free	✗	✓
Included support services for multiple projects	✗	✓
Quality level / standard	Maybe	WGS Standard

Support

Work Type I

24x7 Support

- **SLA** to meet
- **Expected performance** to be tracked
- **Root Cause Analysis (RCA)** for Problem Management
- **Proactive support** during business hours
- **On-call reactive support** 24x7x365

Escalation Path (sample)

Level	WGS Escalation
Level 1	First Level Support
Level 2	Service Delivery Manager
Level 3	Head of Support
Level 4	COO

Work Type I Terms

- **Support for multiple applications**
- Flat-fee support monthly depending on your IT portfolio
- Fix for all bugs for all In-Scope applications
- Proactive maintenance, troubleshooting, and problem analysis.
- **Support for other / previous vendor's work:**
  - covered under Work Type II **on the 1st year**,
  - covered under Work Type I **on the 2nd year onwards**

Extended-Team

Work Type II

Application Delivery & Enhancements

Min. 1200 mandays committed / year

Sample per month consumption

Role	Consumption / month	Subtotal
Service Delivery Manager	Dedicated (20 mandays)	20
Release Manager	Multiple Release Managers, one for each technology stack.	10
Developers	5 Developers Dedicated (100 mandays) with combination of skillsets Scalable on demand	100
System Administrator	On-demand	2
QA Officers	Multiple people doing functional testing, UI/UX, security, performance, query analysis	20
Documentation / Reporting staff	Technical documentation, weekly / monthly / quarterly reports, user guide, test plan, etc.	20

Extended-Team

As Additional & Scalable IT-Team

- **Flexibility** for urgent project requests
- Sprint-based **1-4 week cycles**
- **SLA** to meet
- Impact analysis for tasks
- **Expected performance** to be tracked

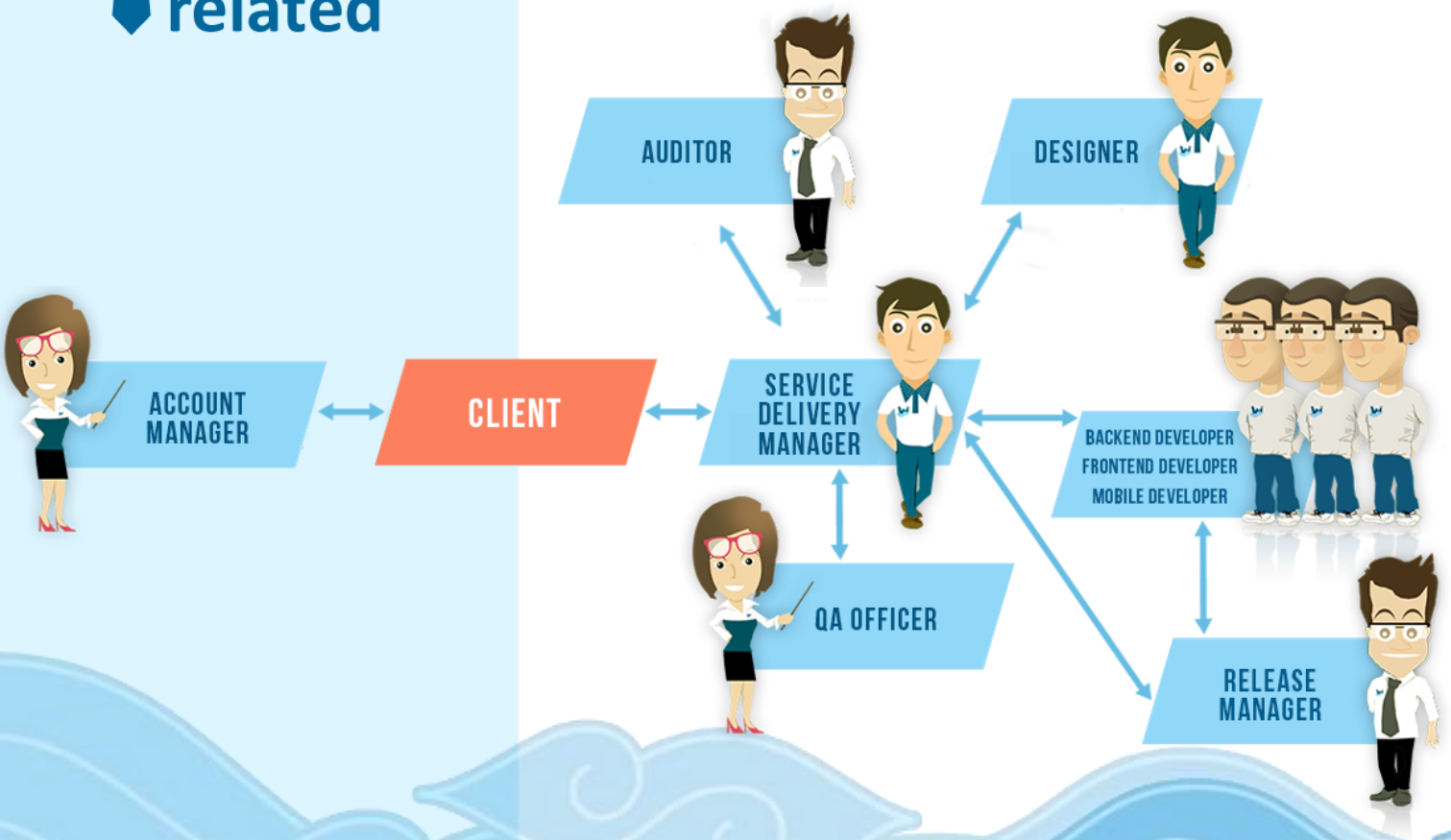
Team Members

Resource Type:

- Project Manager
- Engineering Manager
- Developers
  - Front-End, Back-End, Mobile, Java, etc.
- System Admin
- QA Officer
- UI/UX Designer
- Documentation & Reporting Staff

Business related

Development



Work Type II Terms

- Sprint-based work
- New technology on-boarding and capacity scale-up with 2-sprint notice

Fixed-Bid

Work Type III

New Project / Product Development

Project Requests

- **Project plan**: detailed scope / SRS, design guideline, project milestone, proposed mandays to be consumed
- Regular **report and audit**
- Regular **QA with standard tools**: GTMetrix, NewRelic, etc.
- **Deliverable**: tech doc, user guide, test plan
- **Training service & knowledge transfer**
- **Project acceptance**

Since we have experience with various applications and software integration across different industry verticals, it's likely that we can on board faster.

Banking	Financial Services	Consumer Goods	Retail	Telco
Internet	Automotive	Energy	Distribution	Manufacturing
Marketplace	Big Data	Cloud Computing	Cyber Security	Infrastructure
Information Systems	Workflow Management	Middleware	Others	

Work Type III Terms

- **Price** including estimation effort, pre-development, design, development, testing, documentation, and 1-month warranty.
- Price convertible to consumption of committed mandays under Work Type II
- 1 month warranty, that will be **continued under** ADMS Work Type I

Coding Frameworks

- Agile for Support and Agile Outsourcing
- Semi-Agile for Project Based

Security Assurance

- Follow customer’s standard if any
- Threat & vulnerability assessment regularly
- Reconciliation exercise to identify and resolve gaps (security protocol)

Reporting

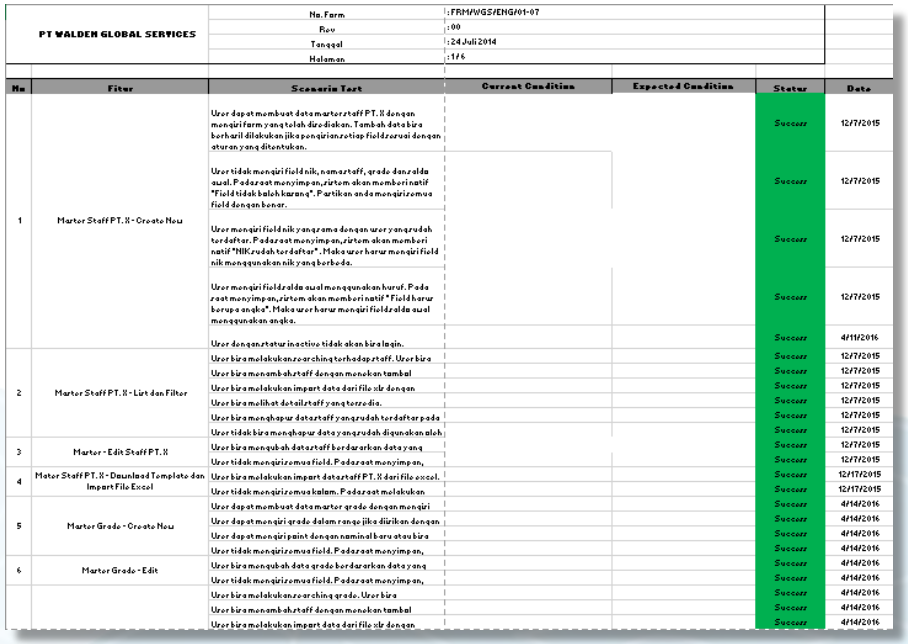
- Weekly Report

  Cover activities carried out in a particular week for operations management

- Monthly Report
  - Volume of Incidents
  - SLA metrics
  - Root cause analysis
  - Security audit report
  - Milestone adherence
  - Etc.

- Quarterly Report

  Executive summary



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No	Fitur	Scenario Test	Current Condition	Expected Condition	Status	Date
1	Master Staff PT. X - Create New	User dapat membuat data master staff PT. X dengan mengisi form yang telah disediakan. Tambah data bisa berhasil dilakukan jika penginputan setiap field sesuai dengan aturan yang ditentukan.			Success	12/7/2015
		User tidak mengisi field nik, nama staff, grade dan saldo awal. Pada saat menyimpan, sistem akan memberi notif "Field tidak boleh kosong". Pastikan anda mengisi semua field dengan benar.			Success	12/7/2015
		User mengisi field nik yang sama dengan user yang sudah terdaftar. Pada saat menyimpan, sistem akan memberi notif "NIK sudah terdaftar". Maka user harus mengisi field nik menggunakan nik yang berbeda.			Success	12/7/2015
		User mengisi field saldo awal menggunakan huruf. Pada saat menyimpan, sistem akan memberi notif "Field harus berupa angka". Maka user harus mengisi field saldo awal menggunakan angka.			Success	12/7/2015
		User dengan status inactive tidak akan bisa login.			Success	4/11/2016
2	Master Staff PT. X - List dan Filter	User bisa melakukan searching terhadap staff. User bisa			Success	12/7/2015
		User bisa menambah staff dengan menekan tambah			Success	12/7/2015
		User bisa melakukan import data dari file xls dengan			Success	12/7/2015
		User bisa melihat detail staff yang tersedia.			Success	12/7/2015
		User bisa menghapus data staff yang sudah terdaftar pada			Success	12/7/2015
		User tidak bisa menghapus data yang sudah digunakan oleh			Success	12/7/2015
3	Master - Edit Staff PT. X	User bisa mengubah data staff berdasarkan data yang			Success	12/7/2015
		User tidak mengisi semua field. Pada saat menyimpan,			Success	12/7/2015
4	Master Staff PT. X - Daunload Template dan Import File Excel	User bisa melakukan import data staff PT. X dari file excel.			Success	12/17/2015
		User tidak mengisi semua kolom. Pada saat melakukan			Success	12/17/2015
5	Master Grade - Create New	User dapat membuat data master grade dengan mengisi			Success	4/14/2016
		User dapat mengisi grade dalam range jika diisikan dengan			Success	4/14/2016
		User dapat mengisi point dengan nominal baru atau bisa			Success	4/14/2016
		User tidak mengisi semua field. Pada saat menyimpan,			Success	4/14/2016
6	Master Grade - Edit	User bisa mengubah data grade berdasarkan data yang			Success	4/14/2016
		User tidak mengisi semua field. Pada saat menyimpan,			Success	4/14/2016
		User bisa melakukan searching grade. User bisa			Success	4/14/2016
		User bisa menambah staff dengan menekan tambah			Success	4/14/2016
		User bisa melakukan import data dari file xls dengan			Success	4/14/2016

COMPETITIVE ADVANTAGES

- WGS capacity and capability
- Flexible resourcing for any CR & project
- SLA with Service Performance Indicator
- No need to micromanage
- Focus on results / deliverables

Our Clients

Telkom Indonesia
KAKAO TALK
nutrifood
KOMPAS GRAMEDIA
Singtel
BCA
GRUP BCA
TELKOMSEL
Biznet
UNITED TRACTORS
GO JEK
kreditplus
elnusa
BANK BRI
napan persada
CIMB NIAGA
bank btpn
bank sinarmas
Indonesian Cloud
BSDCITY
Big City. Big Opportunity
Unilever
TRAKTOR NUSANTARA
TÜVRheinland
BPPSPAM
trio
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OLX
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Thank you
for your attention