

## **D+H Professional Services**

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### **+ Professional Services**

Working together with each client's people and processes, the D+H Professional Services team consistently delivers exceptional project results. With a team of industry professionals and a leadership team that averages more than eight years implementing D+H Solutions, they understand the financial services industry and bring the perspective gained from years of experience. Business processes that provide a significant competitive advantage are implemented accurately, on time, and on budget are always designed ensure that the resulting solution is easy to maintain and upgrade.

Implementation Services ensure project success by providing experienced project management business analysis and design, systems integration, and training skills. Together with a client organization's team, D+H implements formalized, best-practice methodologies.

Managed Services provides a long-term, dedicated D+H team to ensure that an installed application continually reflects the latest business requirements allowing the organization to focus on its business objectives.

### **+ Implementation Services**

A quality implementation project prepares a financial services institution for long-term success by providing significant cost savings, business process efficiencies, regulatory compliance, and competitive advantage.

Working closely with client teams, D+H Professional Services lead evaluation sessions to gain a clear understanding of existing business operations, conduct precise as-is and to-be process mapping, and document the resulting business requirements in detail. This formalized, action-oriented methodology is based on a mix of industry standards, practical experience, and the flexibility to mold each project style to meet client best practices and compliance requirements.

D+H Credit Solutions project managers collaborate with client Project Management Office personnel to ensure that milestones are met and challenges are mitigated. At the same time, product consultants offer efficiency and productivity-enhancing recommendations that drive increased profitability and process innovation.

Instead of a narrow focus on implementing the technology, D+H works to help clients create the organizational processes, procedures, and governance required to drive a continuous stream of financial product innovation, accelerate time-to-market, and deliver cost-saving, operational efficiencies into the future.

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### **+ Managed Services**

D+H Managed Services helps an organization leverage valuable resources and reduce overall costs, achieving the flexibility required to compete in the financial services market.

Although D+H Solutions are designed for client institutions to assume full ownership and maintenance of the application, the Managed Services offers a dedicated team of consultants with extensive financial services industry experience. From requirements documentation to change management and maintenance, Managed Services ensures that each change request is designed and implemented to satisfy the original business requirements. Clients simply provide prioritized business requirements and D+H does the rest - including ongoing system administration, analysis, configuration, testing, and optimization.

With Managed Services, D+H retains the skills and knowledge about a client's business, allowing an institution to effectively change to meet critical deadlines without adding any temporary staff. Serving as a client "Center of Excellence", Managed Services adheres to strict quality, security, and change management procedures.