

Professional Services

Exceptional skills. Market breadth. A regional presence.

xwave is a leading professional services organization with 40 years of consulting and integration experience across Canada. We help clients in key public and private-sector markets make the critical technology decisions that drive their business goals. Drawing from deep skills, effective practices and industry-standard methodologies, we plan, design, build and deliver solutions that:

- ❑ are responsive, professional, reliable and flexible
- ❑ reduce complexity
- ❑ accelerate benefits
- ❑ deliver a measurable return on IT investments

In addition, we offer the stability and support of our parent Bell Aliant. With over a century of service behind it, Bell Aliant is one of North America's largest regional communications providers, serving a population of 5.3 million Canadians in six provinces. Therefore our customers know that our solutions will be well-supported for years to come.

Proven Systems Integration

We help organizations in an array of sectors anticipate the enterprise-wide implications of their technology deployment. Our scope of operations and depth of qualified resources give us a significant edge, and are relied on by clients in areas such as:

- ❑ business intelligence
- ❑ enterprise risk services
- ❑ customer relationship management
- ❑ enterprise resource planning
- ❑ e-sourcing and procurement
- ❑ human services
- ❑ pricing and profitability management

We can install off-the-shelf applications or create custom-designed systems that integrate seamlessly with existing infrastructure and help you leverage current assets. Our accomplished experts—project managers, technical architects, business analysts—and longstanding partnerships with leading manufacturers enable us to bring together the necessary platforms and technologies needed to optimize your information systems.

IT Consulting

xwave has hundreds of professionals in offices across the country who can quickly and intuitively provide the domain expertise needed to assess your IT requirements and align them with your business needs. Working to standards such as ISO 9001:2008 and the Information Technology Infrastructure Library (ITIL), our team is ready to work alongside yours as trusted technology and business advisors.

Project Management

Our award-winning project management is built on decades of experience supporting large, extended implementations involving multiple stakeholders and technology vendors. We understand the challenges these kinds of initiatives present: high expectations, wide-ranging requirements, competing resources and continual changes in scope. With a suite of project-management processes and tools that are consistent, adaptable, scalable, predictable and proven, we support clients with project frameworks that enable clear, focused direction, effective risk management, and the timely delivery of business-driven solutions that align with long-term goals.

Change Management

Most IT adoption is dependent on effective change management—required to help clients adapt to and make the most of their new system, as well as overcome stumbling blocks such as stakeholder resistance, a lack of executive sponsorship, time and resource constraints, and overall corporate inertia. Recognizing that not everyone changes in the same way or at the same pace, we actively involve stakeholders at all levels in the change, creating an environment that fosters collaboration, encourages contribution, and propels everyone toward a positive outcome.

Phased Solution Delivery

Delivering solutions in controlled, manageable increments is key to successful integration, effective risk management, and meeting necessary time and budget requirements. **xwave** follows a defined set of principles, models, disciplines, concepts, guidelines and proven practices involving the following tracks of activity:

Plan We establish a clear vision and scope for the project (contained in a Vision/Scope document) that unify the project team, identify key goals and constraints, and enable us to analyze business requirements. We prepare the functional specification, work through the design process, and develop work plans, budgets and schedules for project deliverables.

Design In this phase we build most of the solution components and provide accompanying documentation. The resulting infrastructure may involve a proof-of-concept (POC) platform to test intermediate results. In response to testing, additional design may take place during the 'Stabilize' phase.

Build Following extensive testing under real-world conditions and expectations, and when the solution is deemed stable enough, it is deployed to a pilot group. The project team reviews the pilot environment and, having addressed all outstanding issues and stabilized the solution, approves it for full production.

Delivery The solution receives final customer approval and the team conducts a project review. Some testing may continue as project components are transferred from testing to

production, and all stakeholders must agree that objectives have been met and necessary operations and support are in place before closing out the project. The client may then opt to take advantage of **xwave**'s application management expertise, which helps maximize uptime and improve day-to-day operations through corrective, preventive, adaptive and enhancement services.

Industry Recognition

Four decades of experience and demonstrated success have earned **xwave** a solid reputation as a trusted, dependable provider of IT. Our recent awards speak for themselves. We've ranked among Canada's top 10 green IT providers in 2008 and 2009; our healthcare expertise has been recognized with a 2009 Knowledge Industry Recognition & Achievement (KIRA) award; and our work in human services has received accolades at the provincial level (Minister's Award for Excellence) and national level (Gold Medal at the Government Technology Exhibition and Conference—GTEC). Moreover, in a recent IDC survey titled IT Services Brands in Canada, **xwave** by far outranked 19 other companies as the market leader in the Atlantic region. We achieved significant standings in the top three survey criteria—technical expertise, price competitiveness, and industry expertise.

xwave, A Division of Bell Aliant

xwave, a division of Bell Aliant, is an information technology company that provides clients with Advanced Technology Solutions and IT Professional Services, including leading e-Health solutions. Through highly-skilled IT professionals, **xwave** plans, designs, builds, and delivers technology solutions that meet clients' business needs, supported by almost 1,000 people in locations in St. John's, Halifax, Moncton, Saint John, Fredericton, Summerside, Montréal, Ottawa, Toronto and in the United States.

To learn more about how **xwave** helps clients use information technology to improve business processes, contact us:

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