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SUCCESS STORY

RCI and Quality IT Solutions

Bringing IT Quality Solutions to small and medium enterprises in Europe and Eurasia

A small business in Macedonia talks about how training received with the assistance of USAID's Regional Competitiveness Initiative helped improve the firm's management, response time, and customer satisfaction.

SIGMA-SB dooel – Skoje was founded in 1995. The firm has been successful in the development and the deployment of all-in-one systems -- planning, design, and implementation of complete cutting-edge IT solutions to improve the business processes of its clients. The technical excellence of the firm resulted in the rapid growth of its business, but on an organizational level the company faced serious challenges.

A possible solution was to deploy a model which would provide improvement in the process of service delivery. The choice was made in 2007 to get the firm IT Mark certified, with the support of USAID's Regional Competitiveness Initiative.

"We knew that for small- and medium-sized enterprises adopting world-class models such as CMMI was a lengthy and challenging process, which required a lot of time and effort, and that deterred us from initiating a CMMI-based process improvement program," said Slavcho Boujarski, general manager of the firm. "So when ESI Center Bulgaria in the framework of the USAID-funded RCI program presented to us the IT Mark methodology, which is based on the concept of subdividing the CMMI path into a series of smaller objectives, we recognized its affordability – we could achieve the milestones with moderate efforts and in a shorter period of time."

Just after its first IT Mark certification, Sigma SB signed two new contracts in which the firm was able to use its newly acquired skill to plan and guarantee product delivery to the client.

Major benefits reported by the company management included: increased customer satisfaction with the quality of work (less bugs and better fulfillment of the requirements); shortened response time; the ability to provide new higher-level services; and the development of new services.

Building on this success, the company continued its process improvement program after the project with RCI was completed. In 2010 the company achieved a higher level of certification, "IT Mark Premium", and planned to become certified for CMMI maturity Level 2 in 2011.

The RCI project is implemented by SEGURA/IP3 Partners.