

# Key Facts

## About us

Frank Ray & Associates provides business analysis and software development services

We operate as independent, technical experts with 20 years of experience

All work is performed in our own office with client visits when required

Regular communication and collaboration will occur as work progresses

## Our Toolbox

We use the most appropriate tools, techniques and processes for the job at hand, including:

Needs analysis

Problem diagnosis

Requirements management

Proposition development

User experience testing

Operational assessments

Process mapping

Systems modelling

Technical architecture

Software development

Quality assurance

Documentation

Training

Delivery planning

Stakeholder management

Business case development

Vendor selection

Procurement

## Our Approach

We value open and honest relationships which are based on mutual trust

We only ever work to clear deliverables, using our own best judgment in how to do that

We perform some upfront requirement gathering to then mutually agree the contracted outcomes required

## Exclusions

Contracts describing role based duties under client control will not be entered into

Frank Ray & Associates does not perform any internal delivery management for client teams (*eg. scrum master, agile coach, product owner, project manager, team leader, Jira management*)

## Your Acceptance

The items outlined in this document are materially important to Frank Ray & Associates performing excellent work. We thank you for supporting their implementation