

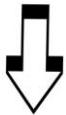
Unity Information Systems

What we do

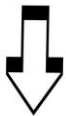
Unity Information Systems is a Bristol based software development consultancy, offering project outsourcing services. We build robust software solutions on behalf of our customers, covering platforms such as mobile devices, kiosk applications, desktop, client / server, web-based and Mainframe. We have a wealth of experience in system design and build using emergent technologies such as .Net and Java, all major database solutions; SQL Server, UDB, Oracle and legacy mainframe solutions.

Unity provides services through all aspects of the development lifecycle. We consider this lifecycle to have three components:

THINK



BUILD



RUN

Taking an idea and working with the customer through project initiation, such as benefits justification, scope definition, stakeholder, quality, change and risk management, use case definition, etc. We can make key recommendations and decisions on application and technical architecture.

Developing and testing the software solution. Working through to user acceptance and preparing plans for implementation and handover to support services.

Unity's software solutions come with an agreed warranty period. Where appropriate, we can provide on-going support and hosting services.

Unity offers complete Software Development Life Cycle services, or can provide any phase within the life cycle, for example by supplementing in-house delivery teams or developing specific work packages. Our core competencies are in working with our customers to exploit business opportunities (The 'Think') and delivering the software solutions (The 'Build'). We can bring our own methodologies and best practises, both traditional and agile, but are equally practised in integrating with the customers own Governance and Programme/Project Management processes.

Unity work mainly for tier 1 customers such as Vodafone, Somerfield, BT, Orange and Wincanton, and the majority of our work is carried out on a fixed price basis to enable us to adopt risk and offer value-added services. Our principle ethos is to ensure customer satisfaction through value, quality and speed to market.

Our Clients

- *Somerfield* – we have been a strategic development partner to Somerfield Stores PLC since 1999 and have performed hundreds of projects on their behalf, ranging up to 4000 man days in size. We are principally domain experts in their retail, supply chain, logistics and distribution systems, supporting virtually all initiatives from feasibility assessments through to development, deployment, benefits realisation and handover. We also act as prime supplier for projects which are sent off shore to their Indian partner, TCS, adopting responsibility for governance, scope, quality, budget and time. These projects cover environments such as .Net, SQL server, Java, UDB, ETL, Unix, Oracle and Cobol.
- *Vodafone* – since 2001 we have been a preferred supplier to Vodafone and are authorised for both Vodafone UK and Vodafone Group. We have been engaged in a number of business areas but the majority of our work has been for Vodafone UK Web Services, delivering projects for vodafone.co.uk, billing and back-end integration. We have also delivered projects for call centres, Vodafone Retail and Vodafone Global Enterprise Finance. More recently we have been engaged by Vodafone Group Services to develop a framework for charging vendors of mobile applications. We have used a wide range of technologies and platforms at Vodafone, including J2EE, Microsoft .Net, Microsoft Office Systems and various web development platforms.
- *Wincanton* – typically our work with Wincanton is in the design and build phase. We receive functional requirements which we review and produce technical architecture and design reports before coding and testing. As a 4th Party Logistics Partner, Wincanton offer a number of value added services and the projects we build provide operational support for their customers. Quality and on-time delivery are therefore paramount. To date, our work with Wincanton has been on behalf of web IT, building in .Net.
- *Orange* – we were engaged by Orange Group's Fraud and Revenue Assurance department to build a Risk Management and Audit application. This was an enterprise level distributed system, which linked up the central planning and analysis of risk mitigation strategies, with field audits of Orange subsidiaries compliance with these strategies.
- *BT Expedite* - BTE is the retail solutions division of BT. We acted as their implementation partner to provide a mobile shop floor computing and printing solution to a major UK retailer. We took responsibility and ownership for delivering the software solution on their behalf, into a multi-store trial with the retailer. We enabled BT to concentrate on the commercial aspects of the deal, whilst we managed delivery of the application that integrated mobile devices from different suppliers.

A sample of some systems Unity has built using .Net

- A promotional and marketing system to enable Somerfield's suppliers to set up and track investments. This system was built on the Microsoft Enterprise Library and interfaced closely with Microsoft Exchange and Office.
- An in-store Kiosk application to enable customers of a major supermarket to use a Home Delivery service from Wincanton. This was an ASP.NET application, which used OPOS to interface with the Kiosk card-reader and receipt printer, with a VB.Net back office application.
- A reverse logistics application for Wincanton used to collect and track Flymo stock returns. The system coordinated Windows CE software on the warehouse hand-held terminals with central back office functions and feeds from third party systems. This project also used Windows Workflow Foundation for data loading, and log4net for audit.
- A risk management and audit system for Orange Group's global Fraud and Revenue Assurance department. This was a distributed system, capable of working both online for central planning, and offline for on-site audits.
- A real-time, web based marketing application used by call centre staff at Vodafone.
- We regularly build in-house tools, and often use these as a test bed for new technologies. Some of these tools go on to be marketed commercially. An example of this is Timebox Manager (www.timeboxmanager.com), a fully functional DSDM project management desktop application designed to replace or augment MS Project for Agile projects. This has been designed around the look and feel of Office 2007, and interfaces closely with the MS Office suite. The database is built around NHibernate and SQLite for easy interoperability and extension.

Our .Net projects have been developed in both VB.NET and C#, depending on clients preferences. Most of the enterprise applications detailed here have SQL Server 2000 or 2005 databases.

A sample of some systems Unity has built using enterprise-level Java

- We developed a supplier facing portal for Somerfield to enable the tracking of promotional income. This also used Spring Framework, Hibernate and BIRT reporting.
- We built an application to manage the costing of fuel deliveries to Somerfield forecourts, also using Apache Struts, UDB and, Ascential DataStage (ETL).
- We built a generic data driven framework for Somerfield to allow the maintenance of corporate data.
- We have recently undertaken the design of several components to assist mobile phone software developers to charge for their products, providing an easy interface to the Vodafone Application Charging Engine (ACE). The design includes software for mobile phones using Java Micro Edition as well as server components using Java Enterprise Edition.
- We designed and built a major middleware component for Vodafone's retail operation, deployed to all 1800 tills across the Vodafone estate. It provides seamless integration between a web based application for creating new connection / handset purchase and the POS software running on the till, eliminating the time consuming dual-key mechanism previously used. This set of java based web services was implemented using Apache Axis.
- We were responsible for designing and hosting an application to enable Vodafone's customers to verify the connection speed of their HSDPA device. This was an AJAX enabled JEE website, using Tomcat, Torque and Struts.
- We have been involved in a myriad of projects to enhance Vodafone.co.uk, such as store locator, a major rework of the search facility, Price Plan Advisor etc.
- We redeveloped the My Vodafone area of vodafone.co.uk site to enable Vodafone's customers to manage their own accounts. We also delivered a number of eCare components.
- Spanning a dozen or more projects, we have provided Vodafone with customer facing online billing solutions for consumers and small businesses. We have also provided advanced back-end solutions, such as the caching of customer bills for fast and accurate Internet retrieval. This also used BroadVision, Apache Struts and Oracle.



What our clients say about us

"Unity have proven themselves capable of delivering high quality software to tight deadlines. Their ability to react quickly to changing priorities makes Unity ideal development partners".

Ceri Lambdin, IT Development Services Manager, Wincanton plc

"Unity are the experts in our current site, bringing a wealth of experience and I would say they have an exemplary delivery record. That, plus their experience, means they are invaluable to us. They are very dependable."

Web Services Operations Manager, Vodafone

"Unity gives Somerfield the flexibility and expertise needed to deliver the high quality, rapid IT solutions that the business demands. They can be totally trusted to deliver complex, business critical projects within short timescales "

Malcolm Charles, Head of Programme Management and Sourcing, Somerfield

"Unity has a proven track record of delivering quality solutions on time and within budget. They are professional yet flexible in their approach and add significant value in developing initiatives."

Darrell Maton, Store Systems Consultant, BT Expedite