

Mercator has developed tools and expertise encompassing consulting, design, and implementation to provide End-to-End services addressing all aspects of a client's business-IT needs. Our consultants and specialists bring in-depth functional and technology knowledge to every client engagement, assuming full responsibility for the quality and on-time delivery of projects.

We are the largest IT Group in the region and the only one to have achieved SEI-CMMI Level 3 certification. We are constantly increasing the depth and range of our service offerings to adapt to client demands. At present we specialize in:

- ❖ Software Engineering
- ❖ Project Consulting
- ❖ Product Implementation
- ❖ Testing and Quality Assurance.

Software Engineering

❖ **Application development**

We provide turnkey software development at all levels: new solutions, and/or enhancements to existing applications. Our projects, which vary in size and duration, typically involve all aspects of the software development process, including requirements gathering and definition prototyping, designing, running pilots, programming, testing, installation and maintenance. Our application development services span the entire range of mainframe, client server and web technologies. We can provide flexible development skills with a large number of our development engagements on the.NET or J2EE platforms.

Examples

- 300 person years to develop an end to end integrated cargo handling and reservation system.
- 20 person years to develop a sophisticated staff travel system integrated with an airline reservations system.
- 8 person years to develop an HR employee self service portal integrated with the Oracle ERP.

❖ **Application Support and Maintenance**

We provide maintenance services for large and small software systems. Such systems cover a wide range of technology and business domains and are often mission critical to the client's business. Our consultants take an engineering approach to software maintenance, focusing on preventative and adaptive maintenance. Coupled with our quality processes, the total cost of maintenance is driven down from year to year.

❖ **Integration Services**

We provide integration services which will enable the client to integrate disparate systems through an enterprise technology. We have a vast amount of experience of integration, using a variety of tools and technologies. We follow the Services Oriented Architecture approach, which makes reuse and integration far easier and more cost effective

Example

- Integrate disparate systems through industry standard platforms such as TIBCO, Biztalk and MQ Series, simplifying the support and maintenance of complex applications.

❖ **Staff Augmentation**

We can provide consultants with experience across multiple technologies and domains.

❖ **Code Review and Optimisation**

We offer Code Review and Optimization services to enhance performance and address capacity needs of the clients.

❖ **Application Re-engineering**

Our software re-engineering services assist clients in adopting newer technologies while extending the life of existing systems that are rich in functionality. This service includes platform selection and re-engineering software to migrate applications to target platforms. Flavors of re-engineering include web enabling, platform migration (Mainframe to Client-Server, Client-Server to .NET/J2EE platforms), and Database migration.

Project Consulting

❖ **Project Management**

We offer a project management service for any IT related service required by the client. We have over 150+ qualified and experienced project managers, many of whom are PMI certified, who are delivering across any number of IT related domains, not restricted to software engineering.

❖ **Business Analysis**

We can perform requirements engineering for custom application development within any business domain through our experienced Business Analysts. We can provide additional value by providing Business Analysts with specific domain experience in certain domains such as Cargo & Logistics, Finance, ERP, and many Airline, Transportation and Hospitality related domains.

❖ **Feasibility Study**

We can conduct feasibility studies for any IT Project.

Product Implementation

❖ **Application Product Implementation**

We provide product evaluation, assessment and implementation services. This service focuses on package evaluation, implementation, upgrades, rollouts, training and support. We specialize in ERP (Oracle), and EAI (Tibco, MQ series) solutions.

❖ **Business Intelligence & Data Warehousing**

We can implement management information systems based on the data available in the enterprise. We can define, develop, report on the KPIs.

Testing and Quality Assurance

❖ **Testing**

We offer independent testing solutions to address strategic and tactical needs of clients. Our Custom validation services range from Functional testing, Usability testing, Compatibility testing, Internationalization testing etc. and address the common testing needs of organizations with an emphasis on offshore based solutions. Performance testing, Test Automation, Security assessment among others form a part of our specialty validation services as they involve a greater degree of specialization and require a specialized skill profile. Our Validation solutions address the strategic needs of organizations and are geared towards long-term benefits like reduced Total Cost of Ownership and increased tester independence.

The validation solutions extensively adopt test automation to increase productivity and the team members are well trained in Functional, Performance and Test management tools such as QA, and Winrunner.

A selection of Mercator customers:



Testimonials:

"Translating ideas into reality and making it all come together is a work of art and takes sheer effort, organisation and a determination to make it happen. I am proud to say that in the Mercator team, the company should be cognisant and grateful for the people you have. There is little else I could ask of them."

- Chris Peet, VP - Network Control and Logistics, Emirates Airline

"We realized that for this project to be successful, we needed to engage a reliable IT partner from the very beginning and as we were new to the region, this company had to be the right one. We knew Mercator had the experience and reputation for successfully implementing large scale IT projects, so the choice was obvious to us."

- Stuart Reid, GM Premier Inn, Dubai Investments Park

"Mercator were our IT partners for the World Cup .We found them to be totally reactive and in fact proactive. They guided us and set the requirements realistically and when there were any issues, as there always are in a dynamic set up and event, they were there to solve them .We could rely totally on their services."

- Donal Kilalea, Promoseven Tournament Organisers