EiDiKO

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Service Description

Who we are

Eidiko brings together a close-knit team of dedicated specialists to deliver exciting digital transformations, technical solutions and business change.

Our collaborative approach empowers organisations to:
- Understand and overcome complex problems
- Intelligently manage technical teams
- Deliver results with control and confidence

We focus on ensuring technical ideas genuinely meet the needs of business and users.

Contact us at:
info@eidiko.com

Why choose Eidiko

A personal and truly tailored solution

Your organisation's culture and dynamics set the context for all aspects of delivery success. Our first step is always to understand and absorb this. We select the most appropriate elements from a range proven delivery methods and set in place lean-but-effective governance which meshes with your organisation's standard practices. Our experience lets us sensitively navigating any perceived challenges in legacy process or culture.

Highly flexible and responsive delivery

We have shed the layers of unnecessary bureaucracy and politics of the major consultancies, removing any barriers to meeting clients' requirements. You will be conversing directly with our business owners who will be on-site delivering in the way that best suits your needs.

Small focussed portfolio

As a niche player we take on selected challenging deliveries which get our undivided attention. We stick to what we know, what we are good at, and what we enjoy!

Access to top team

Our resources are seasoned specialists and hand-picked associates who have previously risen to the tops of their fields in larger consultancies, or thrived as independent contractors.

Uncompromising in our mission to impress

All of our people have skin in the game - we share in the knowledge and commitment that our futures rely on our clients' positive feedback. As a small group of associates, we are personally invested in making each project a success and we won't rest until we have delighted our stakeholders and customers.

Solutions

Process Automation and RPA

- Robotic Process Automation (RPA)
- Business Process Modelling (BPM)
- Process discovery and re-imagining
- IBM BPM / BAW consulting
- EZFlow Intelligent Automation Platform implementation

Learn More

Systems Integration

- Service Oriented Architecture
- Microservices implementation
- IBM CP4I/A consulting
- Service orchestration
- DevOps enablement
- Scaling and test automation
- Cloud platform provisioning

Learn More

Digital Delivery

- Project delivery management
- Agile team optimisation
- Pragmatic delivery governance
- Technology strategy and roadmap
- Discovery and requirements
- Free project health-check

Learn More
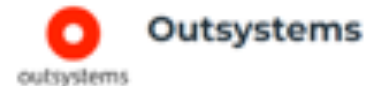
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Technology

EPSoft EZ Flow Platform (RPA)

Your Intelligent Automation Platform.

Whether you're already using RPA technology, or you're looking to get started with business process automation, EZFlow by EPSoft has the integrative tools you need to improve your business processes today with a flexible, forward-looking solution that's also ready for tomorrow—all in one easy-to-use platform.

IBM Business Partner — IBM BPM, BAW & CP4A/I

IBM Cloud Paks streamline digital business development and resiliency.

IBM Cloud® Paks help organisations build, modernize, and manage applications securely across any cloud. They include pre-certified containerized software and foundational services that provide customers with a common operations and integration framework.

Outsystems

Build Applications Fast, Right, and for the Future.

Outsystems provides extraordinarily fast, visual, model-driven development, encompassing AI, cloud, and DevOps. We are currently building our Outsystems capability and preparing to launch this offering in the near future.

G-Cloud Services

Development services

Low Code, Rapid Application Development

Application Development

SAP Development

IBM Cloud Pak Development and Support

Quality Assurance & Software Testing

Business, data and process

Data & Analytics

Business Automation

Business Intelligence Software Development

Robotic Process Automation

Carbon services

Carbon data discovery and decision making

Delivery and project services

Delivery Management

Discovery, requirements and business case

IT Service Management

Integration and engineering

Cloud Engineering

Middleware

Systems Integration

Cloud business systems

Document Management System

CRM Development

Database

Low Code, Rapid Application Development

We develop enterprise-grade, business-critical apps from initial collaboration to live deployment fast. We utilised OutSystems low-code platform to create customer experiences that differentiate, transform legacy applications, simplify and accelerate business processes, and build innovation into your employee experience. We support, enhance and maintain apps while upskilling your own workforce.

Features:

- Application development in compressed timescales

- Integrations out of the box with all major business systems

- Enterprise-grade, robust and scalable solutions

- DevOps and project management tools

- Pre-built components for common use cases

- Certified developers, tech leads and architects

- Low-code–with options for adding custom code and integrations

- AI, automation, and advanced tools to speed up delivery

- Continuous feedback, itteration and innovation with rapid delivery cycle.

Benefits:

- Develop and change apps in weeks, not months

- Deploy with one click

- Rapid benefits realisation

- Tighter feedback cycle time

- Fosters closer collaboration

- Improved services and user experience

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Development services

Application Development

Our application software developers are industry-specific technology experts with many years of combined experience delivering interoperable, scalable, and flexible web & mobile applications for all kinds of industries We deliver multi-purpose cross-platform mobile applications using various frameworks, including Flutter, React Native, Xamarin, Appcelerator, PhoneGap, and more.

Features:

- Client-Facing Application Solutions
- Custom Mobile Application Solutions
- SaaS Web Application Solutions
- IaaS Web Application Solutions
- PaaS Web Application Solutions
- Android App Development Platform
- iOS App Development Platform
- Windows App Development Platform

Benefits:

- UX/UI Design & Development
- Data Migration & Consolidation Services
- API Integrations
- Security & Compliance
- Cloud Application Development
- Application Development Services

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SAP Development

We take pride in our commitment to excellence, empowering businesses everywhere using SAP software technologies and ensuring that your platforms have all the tools, features, and functionality needed to drive your business forward.

Features:

- SAP Implementation
- SAP Configurations & Customizations
- SAP Process Integrations
- SAP Application Management
- SAP Migration & Updates
- SAP Maintenance & Support
- SAP Cloud Migrations
- SAP HANA Implementation
- SAP Solution Manager
- SAP HANA Support & Maintenance

Benefits:

- Non-Programming (Functional) Support
- Implementations & Integrations
- DevOps Support
- Setup & Configuration
- Bug Fixes & Troubleshooting
- Migration & Updates
- SAP Financial Accounting (FI)
- SAP HANA & SAP S/4HANA Cloud
- SAP Materials Management (MM)
- SAP Analytics Cloud

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IBM Cloud Pak Development and Support

IBM Cloud Pak is a hybrid integration platform with an automated, closed-loop approach that supports multiple styles of integration within a single, unified experience.

Features:

- App Integration

- API Management

- Integrate more efficiently

- Reduce Security Risks

Benefits:

- Accelerate work

- Continuous improvement

- Targeted choice

- Reduce risk

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Quality Assurance & Software Testing

Symco brings together the most reliable expertise, processes, technologies, and QA testing specialists to deliver high value-added and agile-aligned QA & software testing solutions that you can trust.

Features:

- Automation Testing
- Functional Testing
- Business Acceptance Testing (BAT)
- Software QA
- Usability Testing
- Performance Testing
- Penetration Testing
- Regression Testing
- Security Testing
- Compatibility Testing

Benefits:

- Managed Testing
- Project-Specific Testing
- Quality Assessment
- API Testing
- Cross-Browser Testing
- Map business goals to testing requirements
- Analyze result patterns
- Test systems to scale

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Data & Analytics

Data-driven insight unlocks unlimited opportunity for your business and Symco helps you harness that power. From modernization to standardization, we help companies build the right data infrastructure, transformation processes and analysis methods to drive productivity, open new revenue streams, provide repeatable value and maintain a competitive advantage.

Features:

- Embeddable results for real-time analytics and reporting

- Data wrangling and preparation

- Data exploration

- Support for different types of analytics

- Scalability

- Data security

- Simple data integration

- Data management

- Data governance

- Support for data processing frameworks

Benefits:

- Customer Acquisition And Retention

- Focused And Targeted Campaigns

- Identification Of Potential Risks

- Enhance Security

- Mitigate Risk and Handle Setbacks

EiDiKO

Business Automation

At Symco, we'll show you that Business Automation, in all its forms and names – Hyperautomation, intelligent automation (IA), robotic process automation (RPA), artificial intelligence/machine learning (AI/ML) – is the heart of any successful operational excellence strategy and ensures the launch of your competitive advantages.

Features:

- Intelligent Business Process Management

- Content Management

- Process Mining

- Automation – All Types

- Digital workers – or bots

- Business Process Management

- BPEL

Benefits:

- Generate precise, consistent and agile decision making by automating rules

- Improve process efficiency and reduce costs through process mining

- Improve process efficiency and reduce costs through process Automation

- Generate precise, consistent and agile decision making by automating rules

- Leverage AI in areas like unstructured content management

- Leverage AI/ML for operational intelligence and further optimization

- Detect sophisticated data patterns to predict potential outcomes

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Business Intelligence Software Development

As Business Intelligence (BI) software developers continue to advance the technology's ability to automate mission-critical decisions, enterprises that fail to invest will find themselves unable to catch up to their more modern competitors. We expertly program and implement BI solutions for market forecasting, trend analysis, and operations optimization.

Features:

- BI Software Development

- BI Data Warehouse Development

- BI Reporting & Dashboards

- Data Science & Machine Learning

- Data Science & Machine Learning

- Big Data Cloud Solutions

- On-Premise BI Software Development

- MDM/ Data Hubs

- Advanced Analytics

- Data Governance

Benefits:

- We integrate the ZOHO analytics platform with current business systems

- Our developers provide comprehensive BI software development services

- Symco can improve business efficiency by integrating any third-party software

- We develop robust and customizable dashboards with reporting and analytics

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Robotic Process Automation

We develop and integrate robotic process automation (RPA) software to streamline workflows, including extracting structured & semi-structured data from documents, copying & pasting data, moving files & folders, scraping browsers, making calculations, and more to allow for superior scalability and flexibility within an enterprise.

Features:

- Rich-analytical Suite
- Security
- Simple Bot Creation Interface
- Hosting and Deployment Option
- Source Control
- Less Script or Script Less Automation
- Seamless Integration
- UIPath
- Blue Prism
- Optical Character Recognition (OCR)

Benefits:

- Non-linear scalability to manage volume spikes
- Fewer errors and enhanced compliance
- Elimination of more than 30% of labour
- 24x7 workflows for more productivity
- Process volume expansion over time with a recursive logic
- Lower processing costs and improved response time
- Industry-specific and process-agnostic automation

EiDiKO

Delivery Management

A comprehensive delivery management service covering cloud migration, digital transformation, agile project management and business change delivery. Our service drives forward complex initiatives at both niche-market and enterprise-scale, using clear vision, pragmatism, collaboration, and placing the needs of users and business at the core of each decision and action.

Features:

- Highly experienced and qualified technical project and programme managers.

- Proven track record in public sector GDS aligned delivery.

- Places business needs and user requirements at centre the delivery.

- Outward looking engagement and clear communications as project ambassadors.

- Harmonises agile practices with legacy constraints and enterprise governance culture.

- Risk-first approach pro-actively uncovers, understands and reduces uncertainty in delivery.

- Draws upon diverse skillsets and varied backgrounds.

- Motivates and inspires teams with common vision of end-goal.

- Coaches client's individuals and teams.

- Continual improvement - always seeking and understanding the "why"...

Benefits:

- Clear understanding of vision, approach, acceptance criteria and success measures.

- Increased confidence in delivery through consistent planning, execution and communications.

- Reduction in risk through pro-active risk-first approach.

- Amplified stakeholder and organisational support through professional engagement.

- Rapidly overcome organisational hurdles and legacy process constraints.

- Client team upskilled with measurable improvements in efficiency and effectiveness.

- Deliver right-first-time removing risk of additional spend and remedial work.

- Delivery outcomes genuinely meet the business needs and delight users.

EiDiKO

Discovery, requirements and business case

Before you commit to building a service, you need to understand the problem that needs to be solved. We deliver rapid yet deep analysis focus on users and business needs, providing clarity on which to base investment decisions and setting in place foundations and roadmap for a successful alpha phase.

Features:

- Rapid information gathering, analysis and conclusions in 4-8 weeks.

- Full exploration of the problem space.

- Constructively challenge set beliefs with open mind and professional curiosity.

- Capture and document the business needs which will underpin delivery.

- Consider internal constraints, risks and external factors e.g. PESTEL.

- Share intent and findings widely with professional engagement and show-and-tells.

- Viable scope and roadmap for Alpha including quick wins identification.

- Modelling, mock-ups, demonstrations as required to bring findings to life.

- Concise business case development with sufficient detail enabling funding decisions.

Benefits:

- Stakeholders aware, engaged, and brought on-side.

- Early understanding of challenges and mitigation of risks.

- Vision and roadmap focussed on business needs and early benefits.

- Wide and deep understanding of the problem space.

- Technology agnostic view.

- Collaboration internally and externally.

- Best practice and lessons learned from wider industry.

- Project success measures understood and aligned across board and stakeholders.

EiDiKO

IT Service Management

We provide customized ITSM software solutions designed to automate and rapidly consolidate your IT service workflows. We program features with user-defined dashboard customization and self-service ticketing, as well as provide third-party integrations with ServiceNow, BMC, ZenDesk, Jira, and more.

Features:

- DevOps Management
- Knowledge Management
- Time-Tracking Management
- Incident Management
- Problem Management
- Change Management
- Project Management
- Request Management
- Asset Management

Benefits:

- ITSM Software Development
- IT Procurement Services
- ITSM Programming Services
- Custom ITSM Integrations
- SLA Management Systems
- Root Cause Analysis Systems

EiDiKO

Cloud Engineering

We optimize your journey, whether you're exploring a path to the cloud, are ready to migrate, or are already in the cloud. We have extensive experience re-hosting, refactoring, and re-platforming mission-critical systems for the cloud, as well as expertise implementing the tools and processes for automation and continued optimization.

Features:

- Cloud Integration Services
- Cloud Security Services
- Cloud Backup Services
- Big Data Cloud Solutions
- Cloud Support & Maintenance
- Cloud As-A-Service Development
- Cloud Mobile App Development
- AI Cloud Solutions
- AWS Cloud App Development
- Microsoft Azure Cloud App Development

Benefits:

- Migrate, Modernize, and Maximize
- We develop cloud-native apps with domain-driven designs using DevOps tools
- Implement reliable security protocols, like SSL/TLS, end-to-end encryption, 2F authentication
- Automate almost anything and improve quality of deployments by automation
- We Deliver SaaS, IaaS, and PaaS solutions

EiDiKO

Middleware

We develop custom middleware software solutions for enhanced data management, application integrations, messaging, authentication, and API management.

Features:

- Middleware Application Development

- Middleware Integrations

- Application Programming Interfaces (APIs)

- Intelligent Business Automation

- Transactional Middleware (TM)

- Remote Procedure Call (RPC)

- Service-Oriented Architecture (SOA)

- Database Middleware

- Embedded Middleware

Benefits:

- Middleware integrations

- Utilize message-oriented middleware processes

EiDiKO

Systems Integration

When a company adopts a new technology or business process, they face many challenges between their current applications and systems and the complicated software implementation process. Our industry-specific software engineers handle all of your challenging integration & implementation obstacles, including architectural design, testing, debugging, and execution.

Features:

- Data Integration Services
- Enterprise Application Integrations
- API Integration Services
- Service-Oriented Architecture
- Event Pattern Publishing
- Bi-directional Data Exchange and Transfer
- Upstream and Downstream Communication
- Backwards Compatible with HTTP Connections

Benefits:

- Realize a faster time to market
- Leverage the power of artificial intelligence
- Understand your customers better

EiDiKO

Document Management System

We develop world-class document management software solutions to help variety of businesses to create, store, edit and distribute a multitude of documents.

Features:

- Document Scan & Index Solutions

- DMS Integrated Solutions

- Electronic File Cabinet Solutions

- DMS Regulatory Compliance

- Workflow Automation Solutions

- Personal Records Management

- Electronic Records Management

Benefits:

- Multi-Factor Authentication

- Audit Logging & Tracing

- User Role-Based Access (RBAC)

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CRM Development

Symco develops custom-tailored CRM systems, implementing custom software features & functionalities that drive businesses forward.

Features:

- Salesforce
- Microsoft Dynamics
- Zoho
- SugarCRM
- Account & Contact Management
- Opportunity Management
- Sales Data Management
- Lead Management

Benefits:

- Email Integrations
- Workflow & Approvals
- Reports & Dashboards
- Sales Forecasting
- CRM Business Process Automation
- CRM Mobile App Development
- Cloud Based CRM Services

EiDiKO

Database

Symco revamps existing database with software development and builds new database systems from scratch for companies to gather, organize, and draw critical data insights.

Features:

- Data Warehouse Software Solutions

- End-User Database Software Solutions

- Distributed Database Software Solutions

- Analytical Database Software Solutions

- Operational Database Software Solutions

- External Database Software Solutions

- Data Mining & Transformation

- Microsoft SQL Server

- Database Application Development

- Oracle

Benefits:

- Data Consistency

- Autonomous Databases

- Database Locking & Concurrency

- Document-Oriented Data

- Massive Dataset Organization

- Flexible Database Expansion

- Custom Database Development Services

- Data Integration & Migration Services

- MongoDB

EiDiKO

Carbon data discovery and decision making

The UK Government has legislated to cut greenhouse gas emissions to Net Zero by 2050, requiring urgent action across all sectors of the UK economy. Our Carbon Data Service provides new insights into your carbon usage and management enabling data-driven decision making based on carbon data.

Features:

- Discovery process to understand full carbon scope.

- Creation, collection, collation, and representation of carbon data.

- Carbon tooling analysis and recommendations.
- Process discovery, re-engineering and improvement.

- Comprehensive stakeholder engagement, communications and business change activities.

- Solution prototyping and collaborative agile development.

- Full implementation, support and training.

Benefits:

- Improved carbon management and performance.

- Established baseline and metrics.

- Carbon attributes embedded within visualisations and business intelligence.

- Data-driven carbon decision making.

- Carbon awareness raised across organisation and stakeholders.

- Evidencing reduced carbon footprint and path to net zero.

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