

Professional Services



OutSystems Professional Services are the **Low-Code Experts**

- **Customer and Partner Autonomy** Our goal is to enable you on new capabilities to allow you to be autonomous in your HPLC development
- **100% OutSystems Focused** Stand behind the OutSystems Platform by resolving roadblocks and delivering without failure
- **Direct Access to Product Development** Advanced exposure to new enhancements and rapid response to product related exposures.
- **Investment in tools, accelerators & methodology** The OutSystems Way reduces the cost, risk, and accelerates outcomes through proven and repeatable processes.
- **Focused on Rapid Achievement of Business Value** We have the experts that others turn to focused exclusively on OutSystems Technologies and delivering business results.

59%
Faster in
Delivering Value

3,000+
Projects
Delivered

97%
CSAT

Services Offering



Education

Certify professionals in OutSystems.
Support and grow a training partner ecosystem



Expert Advisory

Through short-duration Expert Services or dedicated Advisory, our experts provide technical knowledge and hands-on solutioning, always focused on autonomous capabilities.



Elite Delivery

Our elite consultants design and deliver our customers' most ambitious visions, focused on innovating while delivering their business outcomes.

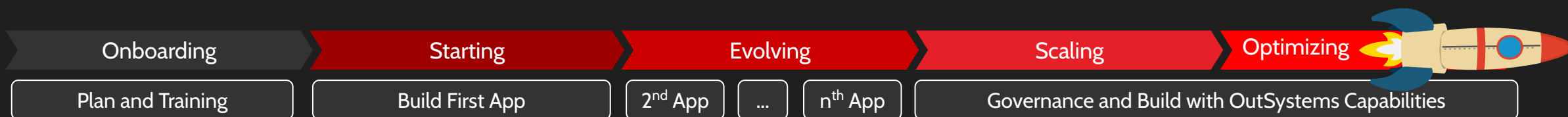


Success Plan

Proactive guidance, roadblock mitigation, and access to key expert offers provides unmatched assurance to our customers.

Guiding You in a Successful Journey

Our flexible offerings help you accelerate your success



Skill your team with **Education**

Self-paced online learning
Guided Path

Classroom training
Bootcamps

Official skills validation
Certification

Be an Expert
On-the-job training

Elite Delivery with an exclusive methodology to foster your team

Accelerate your App
Application Accelerator

Building with you or for you
Co-Delivery

Guide you
Tech Lead Coaching

Expert Advisory focused on high-impact outcomes and incremental capabilities

Great User Experience
Business & Design

Best Practices
Development & Reusability

Speed & Quality
Testing & Release Management

Automation
Continuous Deployment

Business Value
Metrics Monitoring

Technical **Assurance** through your **Success Plan**

Proactive Guidance
Technical Adoption Plan

Development Coaching
Deep Dive Expert Sessions

Remove Roadblocks
Enhanced level of support

Go-Live Support
Launch & Event Planning

Prevent Technical Debt
Architecture Guidance

OutSystems Way



The way to reach **High Performance** teams to match a high performing technology...



OutSystems Delivery Methodology (ODM): Unlock the full potential of OutSystems with our adaptive delivery methodology (ODM). Designed to deliver solutions of any complexity, from prototypes to critical enterprise systems, our ODM is fine-tuned for high-performance low-code and ensures business value is created at every step of the delivery process.



Capability map: Maximize your OutSystems investment with our step-by-step framework. Designed to empower teams, our framework enables organizations and teams to extract maximum value from OutSystems and become innovation centers for their businesses and organizations.



Tools & Accelerators: Accelerate development and achieve high performance with accelerators. Our tools pair capabilities and enable faster development, ensuring your organization reaches high performance and value faster



Talent: Achieve high performance with our OutSystems Experts. Our experts combine business and technical expertise and are supported by our internal communities of practice, dedicated teams that define and evolve best practices, playbooks and tools aligned with OutSystems to leverage the platform effectively



Great Apps Delivered: our standard of quality and assurance with tools and processes to assure that we can control and assess best practices and the value

Success Plan

Success Plans

Flexible options tailored to you



Essential

Digital Access

Digital access to a team of Technical Success Managers providing accelerated application troubleshooting guidance, and technical how-to responses.





Premier

Designated Technical Success Manager

A designated Technical Success Manager, serving as your technical coach, provides proactive application and operational guidance in context of your environment and use-cases based on the collective knowledge of 3000+ customer projects.

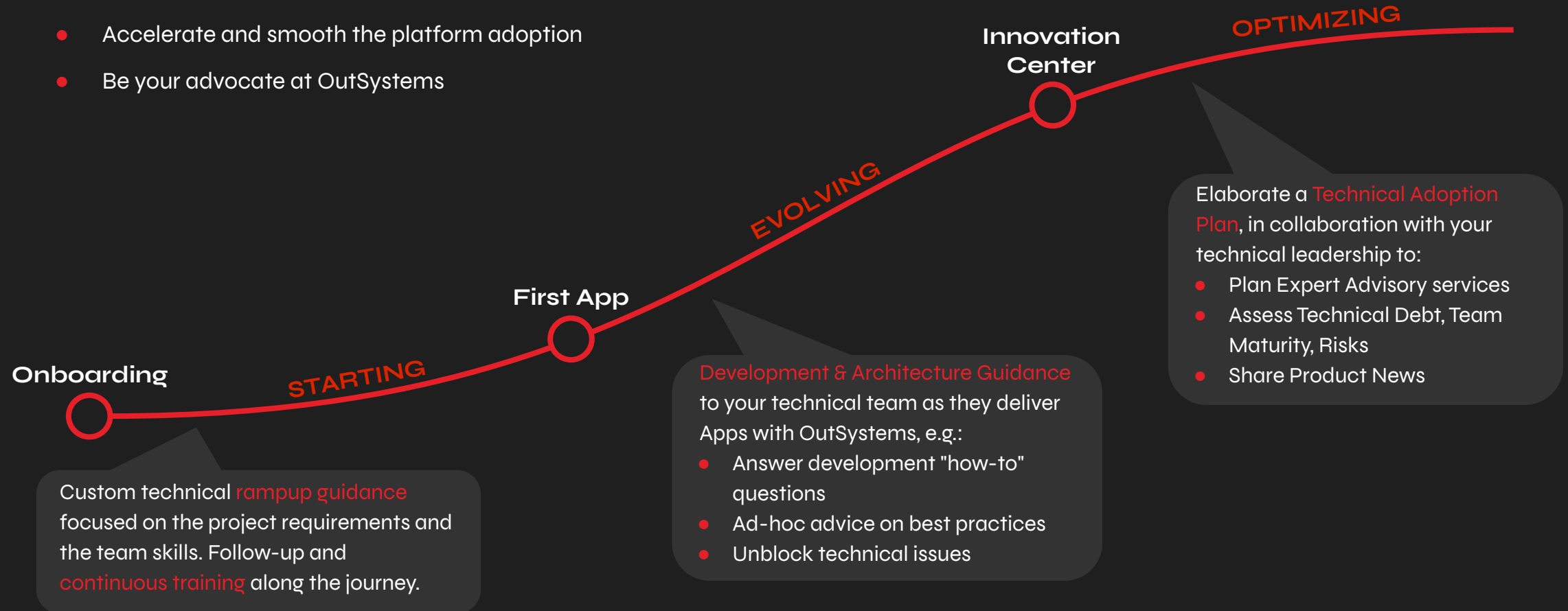
Success Plan Key Features

	 Essential	 Premier
Technical Success Management	Digital Access	Designated Technical Success Manager
Onboarding	Standard	Custom
Application troubleshooting guidance and how-tos	Online submission and response	Providing technical guidance in context of your environment and use-cases
Technical Adoption	Semi-Annual Technical Assessment	Quarterly Technical Assessment, including personalized Technical Adoption Plan
Development and Architecture Guidance	Monthly Office Hours	Proactive Technical Coaching focused on your results

Technical Success Management

Your designated **Technical Success Manager** will:

- Work closely with our technical team on weekly sessions
- Accelerate and smooth the platform adoption
- Be your advocate at OutSystems



Expert Advisory

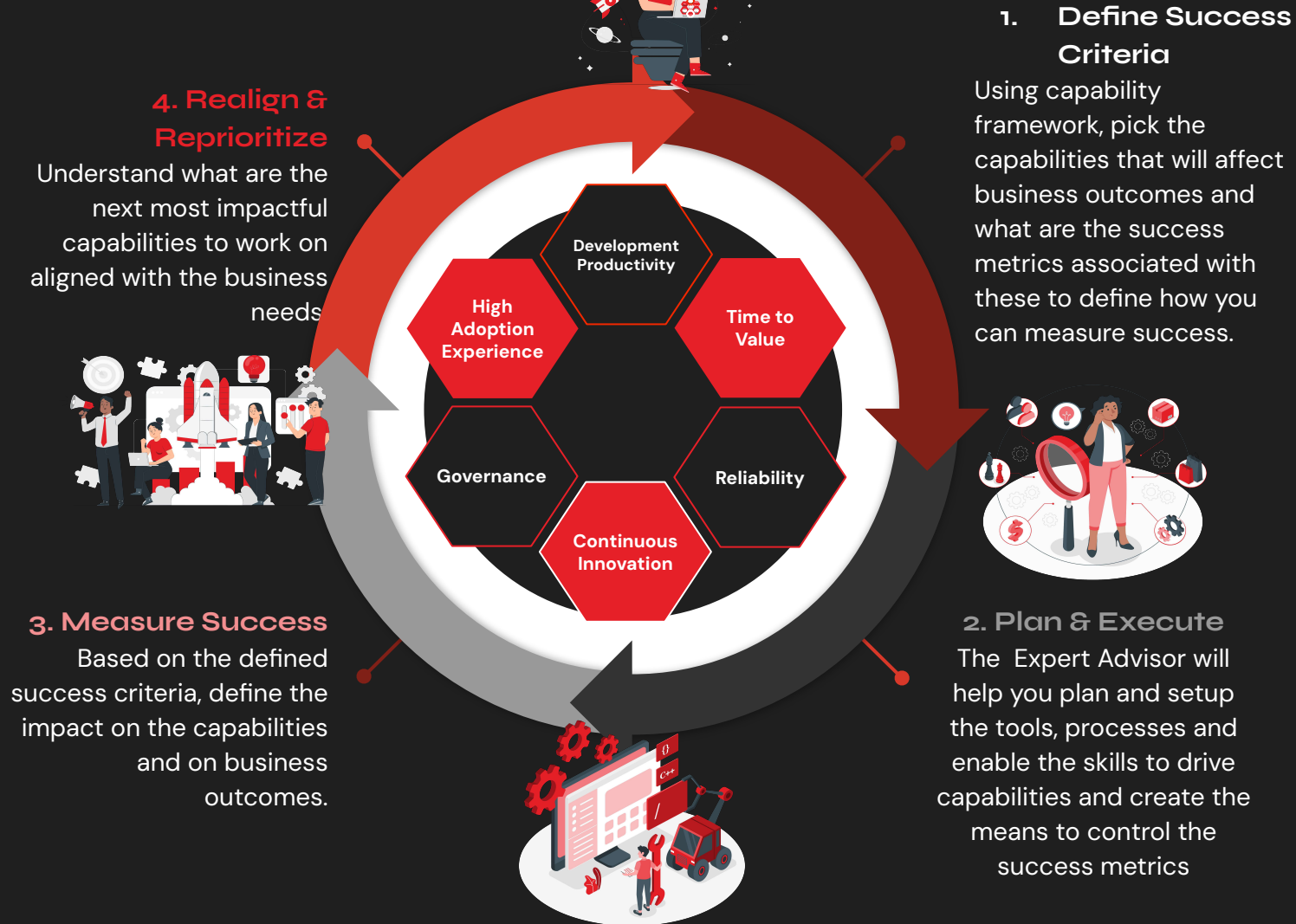
How **We** Work **With** You

Our Expert Advisors guide your team and partners to ensure long-term success with OutSystems by:

- Acting as an extension of your team to bring success to your most ambitious visions by sharing our expertise, best practices, and ensuring best options are chosen throughout your journey
- Accelerate your autonomy by focusing and enabling you and your partner on the most critical capabilities.
- Build and/or run your High Performance Innovation Center



How **We** Work With You



Elite Delivery

Elite Delivery – Offer

Deliver high-performance low-code solutions with our OutSystems Delivery Methodology. Fine-tuned for teams working with OutSystems, our methodology draws on years of experience to adapt to different levels of complexity, from MVPs/prototypes to business-critical solutions, tailored to best fit the context and needs.



Acceleration Offers

To help you get started and get value quick

- **Vision**: Define scope, plan, experience, design and architecture.
- **ODC Launchpad**: Maximize your ODC first application success and accelerate your autonomy with ODC capabilities.
- **Application Acceleration**: get to first value fast



Project Delivery

Match the delivery approach to the business needs

- **A tailored delivery**, using OutSystem Delivery Methodology to meet your specific business needs with our OutSystems Elite Delivery

Acceleration Offers

Quickly get started and build the right way with our fixed offers.

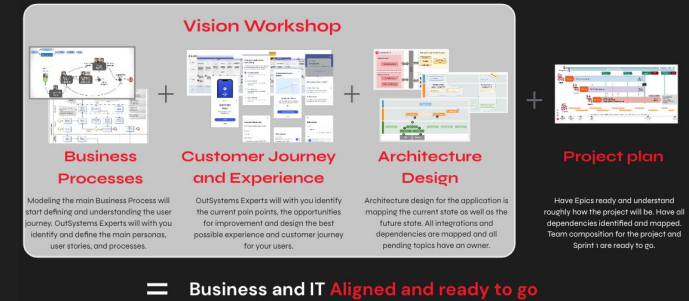
Vision: Help you define the scope, project plan, experience, look and feel, and architecture blueprint of the application(s)

ODC Launchpad: Map your current capabilities to the ones needed for your use case. Prepare accelerations and application design for the application at hand. Get set up the right way of working and be supported by one of our expert advisory.

App Acceleration: One simple use case live, MVP defined, scoped design, and built in weeks.

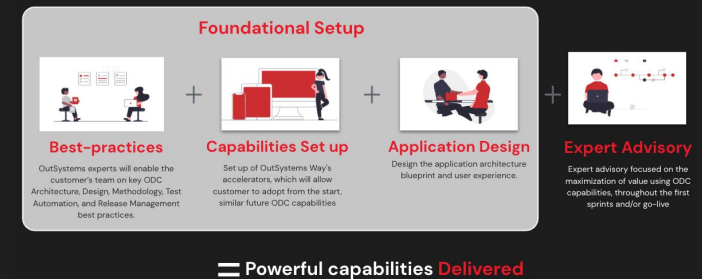
Vision

What We Deliver in a 2 week vision



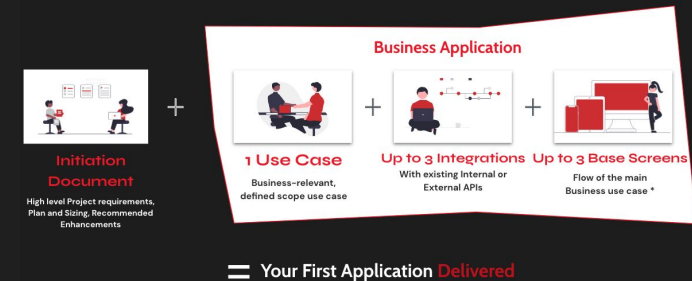
Launchpad: ODC

What We Deliver in 5 Weeks



Application Acceleration

What We Deliver in 3 Weeks

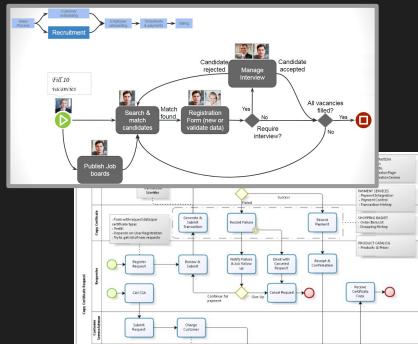


* The UX/UI experts might deliver the Low & Hi-Fi mockups for more than 3 screens. However, the development team will only implement a maximum of 3 screens.

Vision

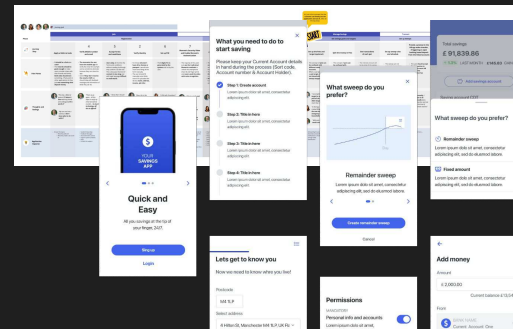
What We Deliver in a 3 week vision

Vision Workshop



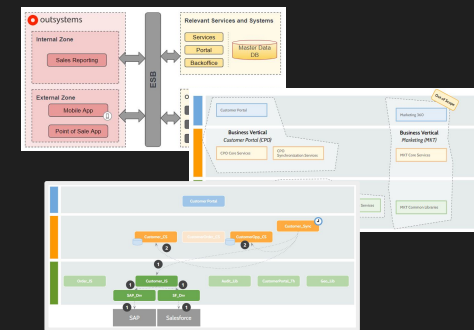
Business Processes

Modeling the main Business Process will start defining and understanding the user journey. OutSystems Experts will with you identify and define the main personas, user stories, and processes.



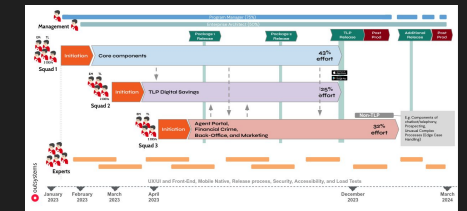
Customer Journey and Experience

OutSystems Experts will with you identify the current pain points, the opportunities for improvement and design the best possible experience and customer journey for your users.



Architecture Design

Architecture design for the application is mapping the current state as well as the future state. All integrations and dependencies are mapped and all pending topics have an owner.



Project plan

Have Epics ready and understand roughly how the project will be. Have all dependencies identified and mapped. Team composition for the project and Sprint 1 are ready to go.

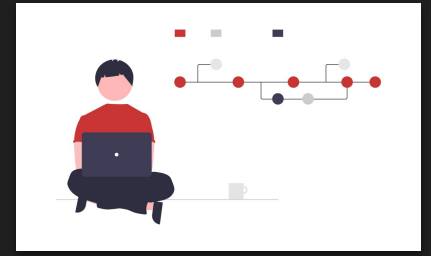
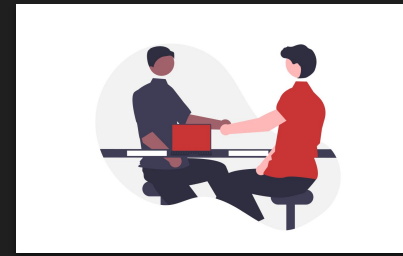
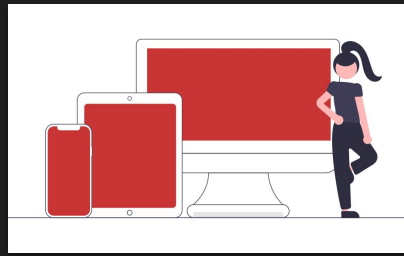
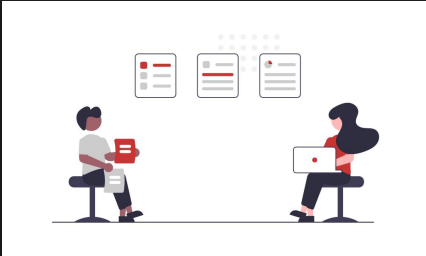


Business and IT Aligned and ready to go

Launchpad: ODC

What We Deliver in 5 Weeks

Foundational Setup



Best-practices

OutSystems experts will enable the customer's team on key ODC Architecture, Design, Methodology, Test Automation, and Release Management best practices.

Capabilities Setup

Setup of OutSystems Way's accelerators, which will allow customer to adopt from the start, similar future ODC capabilities

Application Design

Design the application architecture blueprint and user experience.

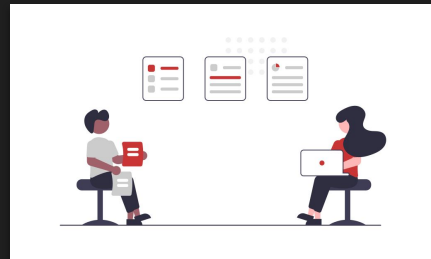
Expert Advisory

Expert advisory focused on the maximization of value using ODC capabilities, throughout the first sprints and/or go-live

Powerful capabilities Delivered

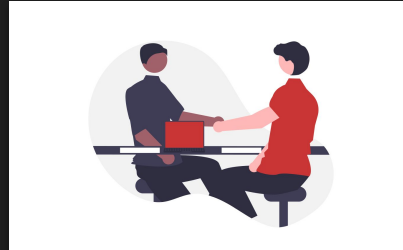
Application Acceleration

What We Deliver in 3 Weeks



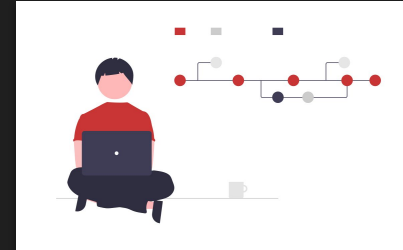
Initiation Document

High level Project requirements, Plan and Sizing, Recommended Enhancements



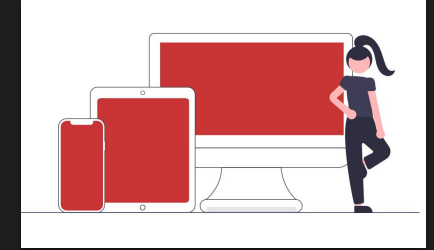
1 Use Case

Business-relevant, defined scope use case



Up to 3 Integrations

With existing Internal or External APIs



Up to 3 Base Screens

Flow of the main Business use case *

= Your First Application Delivered

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Tailored Implementation



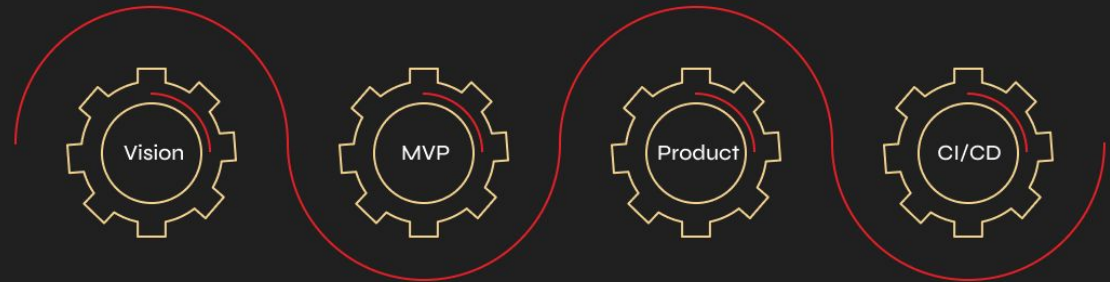
Get a tailored solution designed and built to meet your specific business needs with our OutSystems Elite Delivery. We focus on delivering business outcomes while considering your current needs and state. Our flexible working models adapt to your way of working and help you achieve your goals at the speed of your business, from project to product. With our OutSystems Way Methodology, we provide an adjustable, ever-evolving approach that fits your unique needs.

Rapid Prototyping

MVP tests product viability with essential features and quick feedback, reducing development effort and risk while maximizing resource investment.

Continuous Delivery

By fostering a culture of innovation and investing in the right tools and processes, we enable the HPLC team to consistently deliver value and drive business outcomes.



Delivery Productization

Product stage aims to create adaptable, high-quality product with supporting governance for continuous evolution.

Education Services

Education Services

To guide our customers in achieving high-end quality solutions, we've designed a **unique training and certification program** that includes instructor-led training (Boot Camps), Certifications, and Specialization exams.

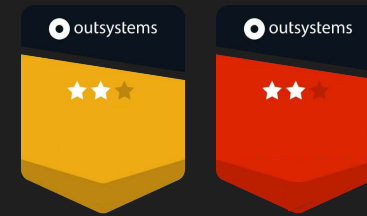


Boot Camps

A Boot Camp is an immersive, focused, hands-on training guided by a Certified Trainer.

This transformational experience can be delivered in a classroom, remotely, or in a hybrid setting.

Boot Camps are our preferred way to prepare for certification exams.



Certification Program

The OutSystems Certification program fosters a community of skilled professionals to deliver high-end quality solutions, assessing on knowledge and project experience.

Exams are available in 4 languages (English, Japanese, Portuguese and Spanish) and can be taken on Test Centers and Remotely.