

LET'S DO THIS!

From platforms delivering NGO solutions to the Global Pandemic to Number One mobile apps, we provide robust, trusted solutions for everyday use



1 Testimonials:

"The Adappt Team have proved a valuable and now crucial extension to our internal IT team, they have not only picked up and understood our complex systems incredibly quickly, but they have provided feedback and recommendation to improve our systems. The team has proved to be incredible personable, flexible and, as per the name, adaptable to the organisations' ever changing technical needs."

GARY HAMILTON – GENERAL PHARMACEUTICAL COUNCIL

"Adappt is an important part of our Vivace Community. We admire their innovative, flexible, collaborative approach and respect their work ethic and social values. They willingly share their time and expertise to work on mission critical commissions, Impact Labs and campaigns'.

CAMILLA DAVIES – ACCELERATED CAPABILITY ENVIRONMENT – HOME OFFICE

"I am always impressed with the professionalism, expertise, imagination and sheer enthusiasm of the people at Adappt, which has made it such a pleasure to work with them on a project to promote cultural heritage protection."

MARCEL MAREE – THE BRITISH MUSEUM

"I have been working with Adappt for over 8 years now and their professionalism, attention to detail and exceptional technical capacities has made it so easy to always deliver on time and achieve excellence in our ongoing collaboration."

SAMEERA SURI – GLOBAL OUTBREAK ALERT AND RESPONSE NETWORK

"Nothing is impossible when working with Adappt. If as a project manager you have a clear objective and vision, Adappt will have the best technological solution, the right aesthetic effect, and the desired usability that you need for the project to be a success. Thanks, Adappt team for being so client oriented, and such an efficient and effective partner."

ELENA ALTIERI – GLOBAL ROAD SAFETY TEAM

"The Adappt team have been vital in making sure that we can push the boundaries of what's possible within our formats. Our partnership with Adappt has meant that Banijay have dominated the Norwegian and Danish entertainment app charts."

ANDY HOSKINGS – BANIJAY TV

"We are very grateful to the Adappt team for their support in developing a touch screen interaction display on rehabilitation. Adappt are a pleasure to work with; they are extremely professional, flexible, and efficient, and were able to provide practical and creative solutions to our team's project concept. Despite our very tight deadline, Adappt were able to deliver the product on time."

ELAINE MARKS - REHABILITATION PROGRAMME

"We have been very happy with the work Adappt did for us; they are responsive, understanding, professional and at the same time pleasant people to work with."

HAZIM TIMIMI – GLOBAL TUBERCULOUS PROGRAMME

"Working with Adappt has been a good experience – they quickly understood our goals and worked with us to ensure the project met our objectives. Their friendly approach, experience, flexibility and strong project management have kept the project on track."

KATHRYN ALBERTI – GLOBAL TASK FORCE ON CHOLERA CONTROL

"Thank you for your guidance, innovation and the overall great work you have done with our Malaria app. It has been a pleasure work with your team - a very resourceful, flexible and competent group."

RYAN WILLIAMS – GLOBAL MALARIA PROGRAMME

2 Company Information

2.1 Corporate information

Legal name of the Company: ADAPPT LIMITED
Country: United Kingdom
CEO: Mr. David Larnar
Phone: +44 (0) 20 70 60 5304
Email: David.l@adappt.ai
Company number: 07684366
Registered office address: Unit 3, Ilex House, 94 Holly Road, Twickenham, England, TW1 4HF
Company type: Private limited Company
Company status: Active
Incorporated on: 27 June 2011

Founded in April 2011, Adappt is a Convergent Media Specialist company headquartered in London with an established technology and delivery infrastructure in the UK, Romania, Spain and India, employing over 160 staff.

Both our UK and Indian Adappt offices are accredited with ISO 27001:2013 / ISO 9001:2015 certification with the Indian development centre having just secured ISO 27002:2013. We welcome all clients who would like to visit the Indian development centre during project design and build to do so, or where travel doesn't allow this, our team would welcome you through video conferencing.

Knowledge share, technical innovation and teamwork are at central to Adappt's ethos, to create a progressive environment through which we can leverage these assets to deliver exceptional solutions that improve our customer ability to perform roles effectively.

Utilising both tried and tested, and the latest technical advances, our solutions translate into better information share, efficiencies in services, increased engagement, and ROI for the end-user. We embrace a customer driven culture based on a partnership mind-set. Harnessing information technology and ideas in a way that offer enormous opportunities to enhance efficiency and productivity for both our clients and our own teams.

Our solutions are Pan-industrial with notable clients including:

- World Health Organisation (Geneva and Kuala Lumpur)
- Robert Koch Institut (Germany)
- QinetiQ (UK)
- GPhC – General Pharmaceutical Council (UK)

- United Nations (Global)
- British Museum (London)
- Home Office (UK)
- Merseyside Police (UK)
- Bedfordshire Police (UK)
- Signal Media (Global)
- Reed Elsevier (UK)
- Lexis Nexis (Global)
- PwC – Price Waterhouse Coopers (Global)
- KPMG – (Global)

2.1.1 Company mission statement

‘Adappt is committed to exploring continuous improvements in technology and processes to be the most efficient and innovative provider of software solutions. Born out of a passion for standards of excellence, cutting edge technologies, design and problem solving of all thing’s technology related, our mission is to deliver functional, beautifully crafted solutions to all our clients and the open-source community.’

Adappt has committed to a strategy of excellence via nurturing employees from a junior level to reach their full potential in both the developed and developing world. We place great value on the communities where our company buildings are located; for example, we are sponsoring a doctor, from a village in Northern India, through her medical degree.

Adappt is a commercial business which shares and reinvests profits for the benefit of employees and the future of the company.

2.1.2 Service commitment to customer and measurements used

Adappt is a client driven organisation and is fully committed to customer satisfaction. We deliver solutions to our clients with the aim of improving the experience of the end users.

We have in place a series of processes to make sure that customers are always satisfied. These are listed below briefly:

- Offering the best technical solutions to customer requirements.
- Offering the best price for development of these solutions without compromising on quality.
- Inviting all client teams to be involved with our development teams from the outset and every sprint thereafter, to foster solution ownership across both client and Adappt team members.
- Establish clear communication from the start of each project, setting out project deliveries and timelines.
- Continuing clear communication during the project lifecycle as set out in the service agreement.
- Hold weekly call with clients during project lifecycle involving developers, project managers and a representative from the company’s director team.

- Ensuring all feedback from client calls is rigorously investigated, then included in the weekly work schedule before providing the client a timely implementation plan in the subsequent call.
- Immediately notifying clients about risks / delays / technical issues should they ever arise.
- Ensuring a quick response to customer requests or complains, with a minimum standard of an email response within four working hours, which should include timelines for a proposed solution where possible.
- By offering the best training to our employees, we can serve our clients in the best way possible.
- We live by the motto 'A happy project team will deliver a happy customer'. Adappt is a company that creates an exciting, inclusive work environment for staff to flourish.
- In the event of a concern being raised, Adappt have clearly defined escalation paths which are provided to all clients.
- We continuously refine our processes through lessons learnt in each project and from the valuable customer feedback we receive.
- Finally, Adappt conduct Post Project Debriefing sessions with clients to gain greater insight that we can implement for future projects where improvements in our services are identified.

2.1.3 Accreditations

Both the UK and Indian Adappt offices are ISO 27001:2013 and ISO 9001:2015 certified. Our Indian Development Centre in Pondicherry has additionally achieved certification for ISO 27002:2013

Adappt take the responsibility for their client's data with the utmost importance and as such are registered with the ICO (Information Commissioners Office) and employ a full-time certified data protection officer to ensure GDPR and data privacy/security compliance.

Adappt also place great importance on the development of staff to encourage and support best practice across the company and invest heavily in certified training.

Our team follow Agile and Scrum methodologies throughout software development so that iterations of development can be realised throughout the project phases.



Investment in Resources

- We **invest** in our resources and encourage **all** our staff to pursue full training and achieve certifications as follows:

























3 Approach and Methodology

3.1 Managing activity

Resource Reporting

Adappt are focussed on ensuring exceptional project management. Some 5 years ago Adappt purpose built our own resource reporting tool called Knowyourday.com.

Now a commercial product, KnowYourDay.com lies at the heart of our success in delivering projects with full transparency to our customers.

The screen shot below shows the in-depth reporting it provides allowing Adappt to understand potential bottlenecks before they happen.



Transparency and communication with the customer:

One of the key operational features that sets us apart is our engagement model with the client in which we encourage the client and Adappt teams to work as one to achieve the design and delivery of the solution.

During the entire project timeline, we at Adappt pride ourselves on being completely accessible to the client thereby giving our clients the complete confidence in Adappt's processes and how their project is progressing.

Adappt will provide complete expertise from the knowledge gained over delivering various large-scale projects successfully and on time. This process has led Adappt to having happy clients and repeat business from all clients.

4 Project Execution Methodology

The project execution methodology consists of the following phases:

- Discovery/Analysis
- Design
- Development
- Deployment/QA

The following are highlights of the process:

4.1.1 Discovery / Analysis

This phase consists of the following stages:

Pre-Approval Stage

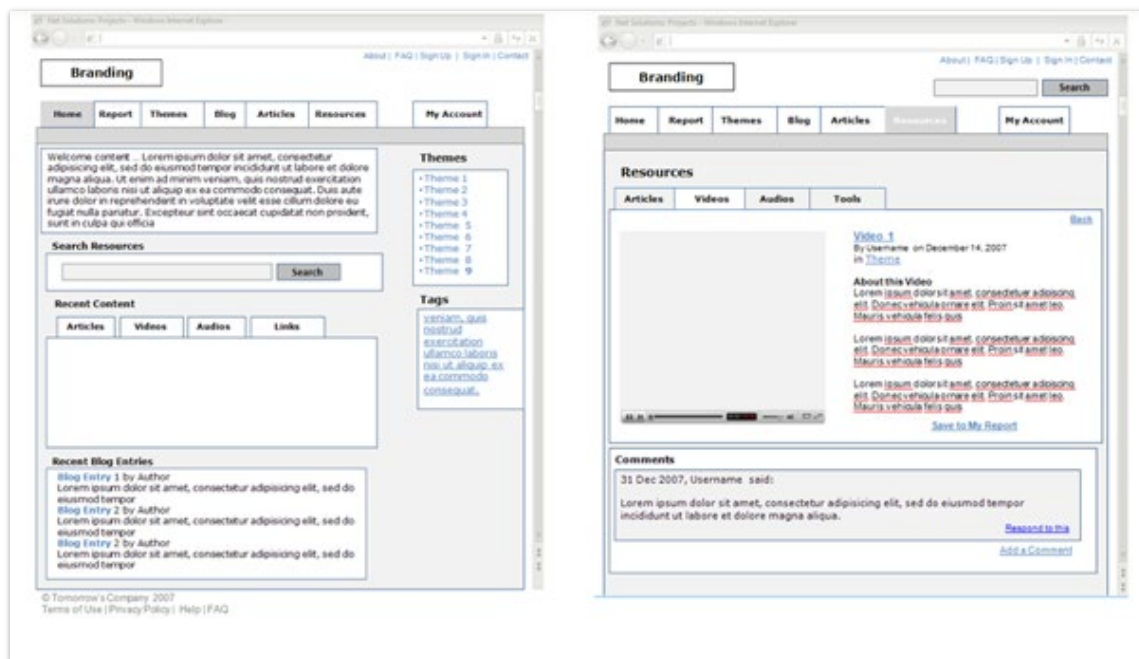
- Requirement Analysis and high-level architecture
- Scope Estimation / Statement of Work

Post-Approval Stage

- User stories documentation on JIRA
- Solution Architecture
- Information Architecture
- Detailed Functional Specifications
- Project plans

4.1.2 Solution Architecture / Information Architecture

Project approval kick starts an in-depth analysis of requirements to present solution architecture. The key deliverable of this phase is the creation of a series of User Stories and development of Information Architecture.



Detailed **User Stories** of the entire project forms the key part of our delivery methodology. Not only do the User Stories act as the main requirements for the project but they also form the main basis for the formation of test cases, against which the project is delivered.

Information Architecture comprises of Wireframes (i.e. 'sketches' of page / UI designs) containing all the information, content and navigation of a real page, without any graphic design. Wireframes work in much the same way that architectural blueprints define a building's structure.

4.1.3 Design

- Once approved, the wireframes are converted into a series of graphical mock-ups.
- The mocks include design elements and colour scheme and represent the actual look and feel of the website
- The designers are free to use their creativity to create the look for the website, but the layout and features shown in the wireframes are followed.

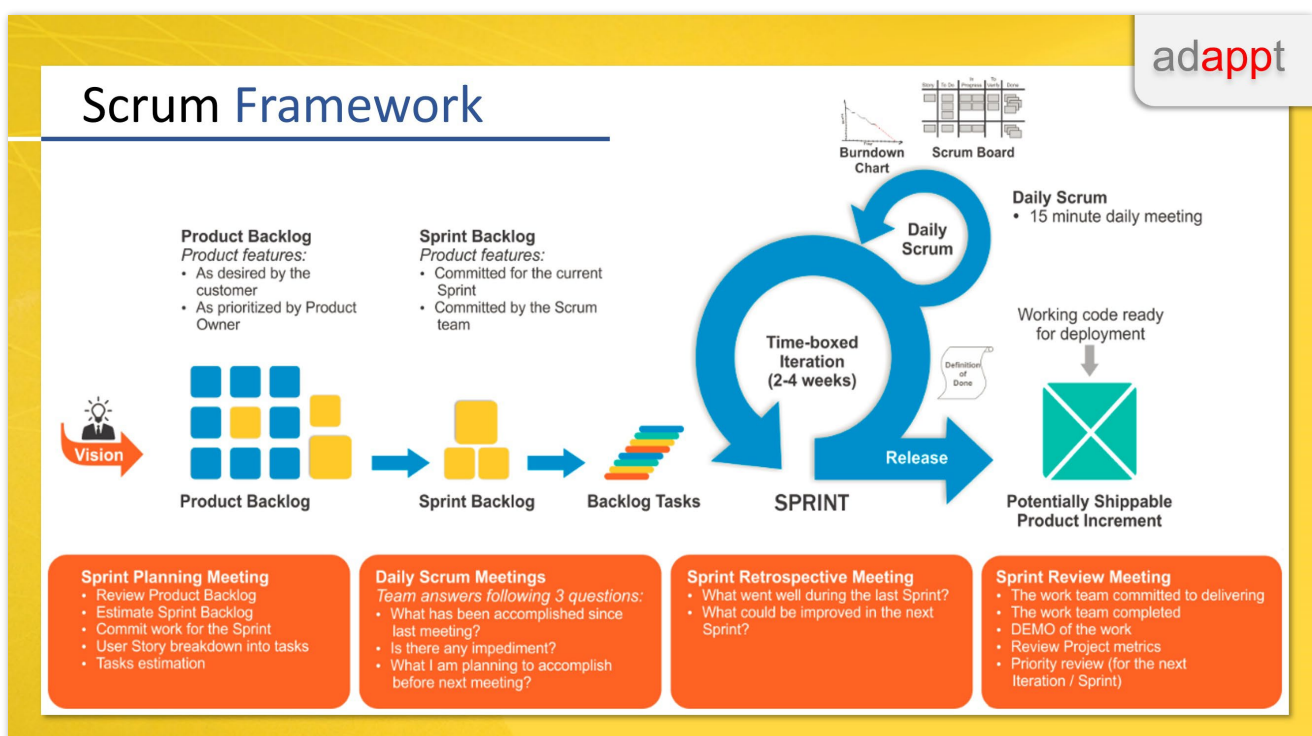


- Typically, three rounds of revision are required to finalise the required look and feel for the website
- This process demands close interaction between the client and Adappt; as feedback, comments, and critiques will be discussed and implemented
- Once approved by the stakeholders of the project, the mocks are converted into a web template from which the bulk of the web pages are created
- This HTML templates include title, heading, and sub-heading graphics as well as navigation buttons and JavaScript rollovers
- HTML pages also contain any company branding consistent with artistic look and feel of the website
- HTML content pages are designed to facilitate future updating and modification by any reasonably skilled programmer

4.1.4 Phase II- Development

The development process follows the Agile methodology. This is a lightweight and iterative process, which proceeds in the following way:

- A project backlog is created which outlines the requirements to be met for successful release of the project.
- The backlog is broken down into number of 'sprints' which are easier to manage and complete.
- Each sprint has deliverables attached to it with milestones.
- The deliverables in one sprint typically completes one step of the whole process which is considered complete in itself.
- The following diagram illustrates this process:



- The resultant prototype is released to the stakeholders for any feedback, revisions.
- The progress of the project is tracked on a spreadsheet, which clearly explains the number of backlog items pending and the number of items completed.
- This process continuously engages the stakeholders for evaluation and feedback to develop a product that meets the real needs of the stakeholders and provides an immediate ROI.

4.1.5 Benefits of Agile Development:

- Early rather than late mitigation of high risks (technical, requirements, objectives, usability, and so forth).
- Early visible progress.
- Early feedback, user engagement and adaptation, leading to a refined system that more closely meets the real needs of the stakeholders.

- Managed complexity: The team is not overwhelmed by “analysis paralysis” or exceptionally long and complex steps.
- The learning within iteration can be methodically used to improve the development process itself, iteration by iteration.

4.2 Project Management Approach

4.2.1 Stage 1: Initial Setup

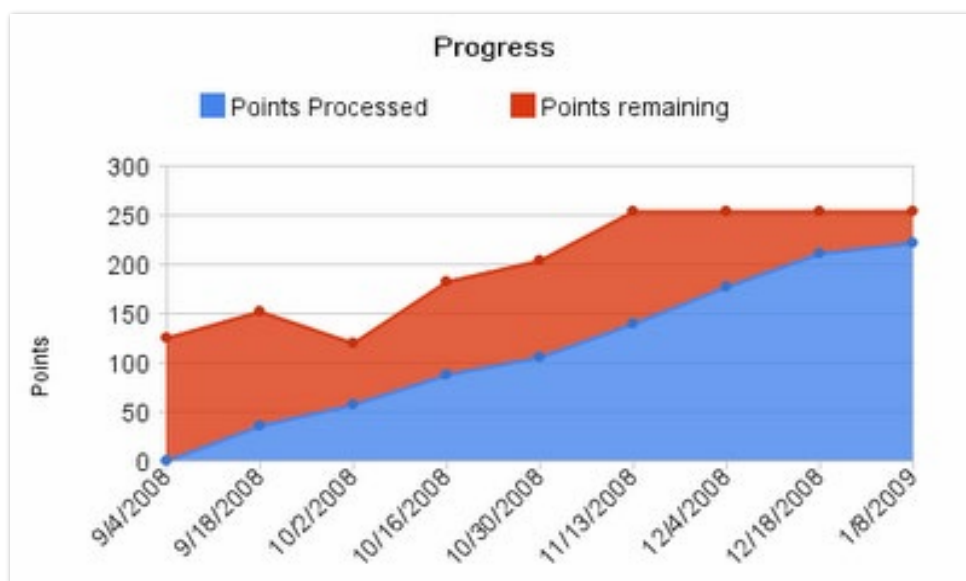
We use JIRA for all project management/tracking (referred to as our Extranet hereon). We set up your account on the Extranet and assign a dedicated Account Manager who will be your first point of contact for all work. When your account is set up, other members of your team who have a say in the project will be given access to the project on the Extranet.

4.2.2 Stage 2: Working Together

All communication and collaboration would be managed from the Basecamp PMS. The project management approach follows the Agile Methodology described above.

- **AGILE works with a prioritized backlog & short sprints to deliver maximum business value**
- **All objectives are clearly stated, and commitments are met**

The key to a successful AGILE implementation is client involvement. Client would be apprised of project status iteratively.



4.2.3 Communication

Adappt delivers successful software projects to many clients spread across the globe. We therefore recognize communication as a critical success factor for project delivery. Considering the diverse nature of engagements that Adappt may have with the Client, we will work out different communication plans to address each scenario.

The broad approach to the communication plan is as follows:

- Adappt will appoint an Account Manager whose primary responsibility will be coordination and communication between the Adappt project team and the Client

- The Client will also need to identify a single-point contact for each of its engagements with Adappt.
- Escalation paths for each of these would be established upfront. For Adappt, the Delivery head of the ODC will be the final escalation point.
- The Project Team of Adappt will interact with the Project Manager and the Client during the Project.
- Adappt will define the detailed communication plan during the Project Definition Workshop (PDW).
- Adappt will set up clear SLAs for response to any escalation during the PDW.
- At regular pre-defined intervals, Adappt will seek informal and formal feedback from the Client as per our Client Satisfaction Process.

4.2.4 Communication tools

Adappt's Offshore Development Centre is in India, in Puducherry which is equipped with a digital EPABX system. This is manned 24 hours, 7 days a week. We have multiple physical connections running into this location to ensure redundancy and reliability. Everyone has a defined extension, with individual voicemail boxes.

Each individual employee also has a separate workstation and a mail id and mailbox on the Adappt mail, which can be accessed remotely as well. Every individual also has round-the-clock Internet connectivity, which allows project team members to share information on secured Internet chat, as well as instant messaging tools. Team members' email ids and instant messaging handles will be shared with the Client once the project team is identified.

Client Project Extranets – Adappt maintains project extranets as a primary communication and information exchange tool with all its clients. For all engagements with the Client, a secure extranet would be created for the Client, and all project documents, status reports and work in progress would be uploaded into an area restricted by a username/password combination known only to the Client's personnel and the Adappt project team. The Client would have rights to access content uploaded by the Adappt team as well as to upload content to the extranet using FTP.

All Project Managers are equipped with mobile phones, and mobile phone numbers of Project Managers as well as other escalation points will be provided to the Client at the commencement of the project. Videoconferencing facilities can also be set up if required.

4.2.5 Weekly Conference Call

As part of the normal project communication regime, Adappt will conduct weekly video conference call between the Project Manager (and/or other nominated team members) at the Client and the Adappt Development Team.

The main purpose of the conference call is to:

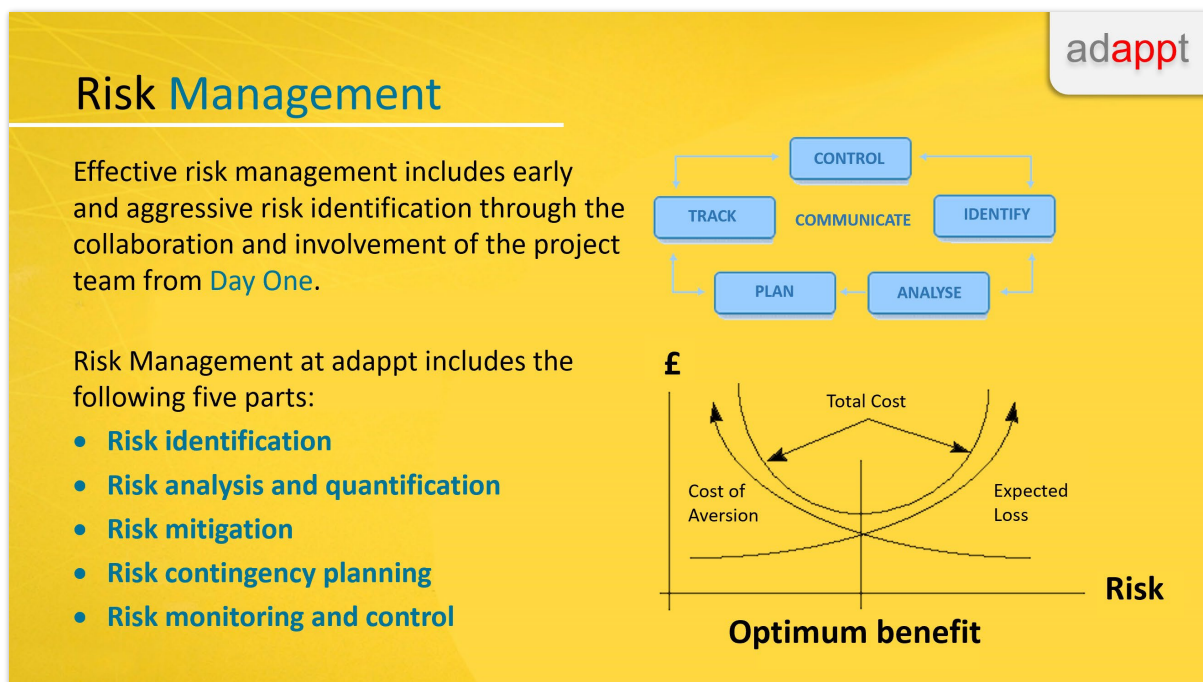
- Review the progress of the project during the past week
- Review overall progress against the Master Project Schedule
- Conduct all items listed on the agenda of the conference call
- Plan the deliverables for the next week

An agenda for the conference call will be sent to nominated representatives from the Client at least 24 hrs before the conference call. The conference call will be chaired by the Adappt architect and will be attended by the Adappt Project Manager and all those involved.

Naturally, the window of communication is not limited to a weekly conference call. Indeed, the line of dialogue between the Client and individual members of the Adappt Development Team can be open at any time. Whilst the time difference between India and the UK can be addressed by simply scheduling the Adappt offshore team to work on UK time, some clients prefer to make use of the natural delay to facilitate a clear process for submission and review.

4.2.6 Risk Management

Risk Management is a continuous, forward-looking process that is an important part of business and technical management processes. Risk management needs to address issues that could endanger critical objectives. At Adappt, a continuous risk management approach is applied to ensure effective anticipation and mitigation of risks with critical impact across the project life cycle. The following figure gives an overall picture of the life cycle of the risk management process.



4.2.7 Risk Management Continuous Process

Effective risk management includes early and aggressive risk identification through the collaboration and involvement of the project team as described in the Project Management Plan. Implementing risk management in a project (based on a judicious mix of theoretical background, practical methodologies, and common sense) gives a greater chance to succeed with the ability to straighten things out. It is important to form an effective team at the onset of the business acquisition. Sharing information and concerns, careful listening, and timely responses between mutually bound partners are essential risk management activities. The figure below shows how risk management can effectively minimize the cost of risk to a project.

4.2.8 Basic steps in Risk Management

Risk Management at Adappt includes the following five parts:

- **Risk identification**
- **Risk analysis and quantification**
- **Risk mitigation**
- **Risk contingency planning**
- **Risk monitoring and control**

Risk identification

Risk identification consists of determining which risks are likely to affect the project and documenting the characteristics of each. Risk identification is not a one-time event and should be performed continuously throughout the life cycle of the project.

Risk identification includes both internal and external risks. Internal risks are items which the project team can control or influence, such as resource assignments or cost estimates. External risks are items beyond the control or influence of the project team, such as market shifts.

Identified risks are documented in a concise statement that includes the context, conditions, and consequences of risk occurrence.

There are many methods for identifying risks. Typical identification methods include the following:

- Examination of each element of the project work breakdown structure
- Risk assessment using a risk taxonomy
- Interview on subject matter with the experts
- Review of risk management efforts from similar products
- Examination of lessons-learned documents or databases
- Examination of design specifications and agreement requirements

Risks associated with cost, schedule, and performance is identified in all appropriate product life-cycle phases.

Risk analysis and quantification

All the identified risks are analysed with respect to their context and consequences. The analysis of the risks is important as this gives focus when appropriate management attention is required. Often it is useful to aggregate risks based on their inter-relationships and develop options at an aggregate level. When an aggregate risk is formed by a roll-up of lower-level risks, care must be taken to assure that important lower-level risks are not ignored.

Risk mitigation

The steps in handling risks include developing risk-handling options, monitoring risks, and performing risk-handling activities when defined thresholds are exceeded, say risk more than 10. Mitigation plans are developed and implemented for selected risks to proactively reduce the potential impact of risk factor. This may also include contingency plans to deal with the impact of selected risks that may occur despite attempts to mitigate them. The criteria, thresholds, and parameters used to trigger risk-handling activities are defined by the risk management strategy.

A risk mitigation plan determines the levels and thresholds that define when an identified risk becomes unacceptable, and triggers risk-handling activity. Mitigation plans are often generated only for selected risks of high consequence; other risks may be accepted and simply monitored and tracked to closure.

Risk contingency and planning

The risk contingency should provide some alternative ways for executing the work. These plans are created only for the top 10 risks, whose risk factors are extremely high. The contingency plan mentions the context and impact of the risk and provides alternate arrangements that are triggered when the risk becomes real and affects the progress of the project. As these contingency arrangements may have time and cost impacts on the project, contingency plans are usually drawn up to address the top-level risks.

Risk monitoring and control

The risk identification, quantification, mitigation and contingency are of a continuous nature. Generally, risks are identified and analysed on a fortnightly basis. New risks are identified, and the mitigation and contingency plan are made. A risk exposure chart is used to track the risk quantitatively.

4.2.9 Facilitate Knowledge Transfer

All development carried at Adappt will be fully documented in detail. These documents along with other training material will form the basis of knowledge transfer. The Client will have access to these documents during the complete development lifecycle and they will be provided to the Client during the final knowledge transfer.

The detailed documentation will not be only functional but also on code level, which will mean that strict coding standards are adhered. This will make sure that in-house developers are able to read the code quickly so that new features can be added later relatively easily.

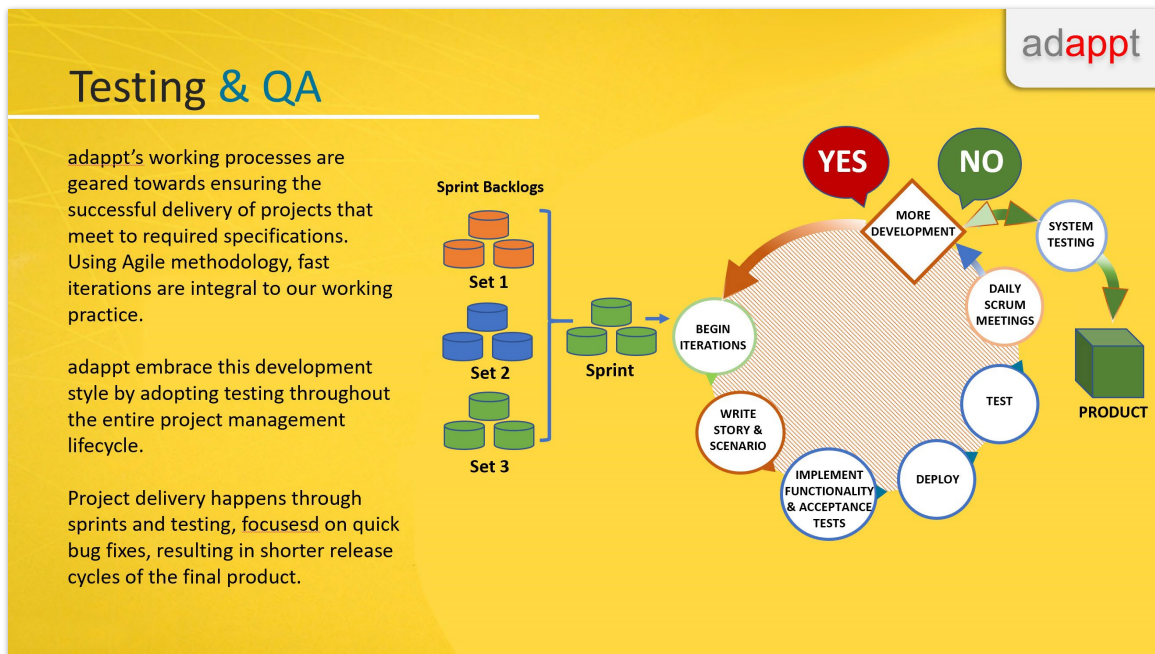
During the closing stages of the project, senior project members will ZOOM meeting the Client for knowledge transfer and handing over the project unless a site visit is required.

4.2.10 Testing and QA

All the processes at Adappt are geared towards ensuring successful delivery of projects to the right specifications. To ensure proper delivery of projects using agile methodology, it requires faster iterations. To cope with this development style, we at Adappt have adopted testing within our entire project management lifecycle. The delivery of our projects happens in sprints and so does our testing which happens in sprints where focus is on bug fixes and release cycles are shorter.

When requirements for a project are documented in the shape of user stories, these form the basis of the test cases. Each user story will have its own set of test cases.

Testing as part of our entire project management lifecycle is explained below:



- The manager prepares the business requirements, and the software development and testing teams review it to plan their activities.
- Development and testing teams collaborate to create user stories, which are reviewed by the manager as well. This ensures the stories are complete, testable and define the acceptance criteria up-front.
- In an ideal situation, test cases are made first, and development is done with those test cases in mind. However, time restrictions prevent this style of software development then development and test case creation should happen in parallel.
- Developers implement a set of code in a specific timeframe known as sprints and the testing team carries out testing throughout the construction. This cycle continues after every sprint and is known as iterative process.
- Before the application is deployed, testers can focus on major test items such as integration, usability, and system testing.
- After production, reported issues are explored and the encountered defects are reported and resolved.
- Typically, functional, UI, compatibility tests are specific to sprints and associated with features that are developed in each sprint. In comparison, performance and security tests may run across sprints. Smoke tests after every build reduce iterations significantly.
- With continuous iterations, more and more functionality can be added. Therefore, testing early and continuously requires iterative testing activities to be automated if possible and integrated into the development process.
- During exploratory testing, it is necessary to analyse defects by risks, features, and impact. The key focus is to drill those areas where defects are mostly found. Therefore, test cases should be added in the regression test suite so that these test cases are executed in the next iterative cycle.
- With the overlapping of tasks across increments and bug handling, one of the challenges for the development team is to take corrective steps for the defects found in testing, where work on current increment needs to be begun. Work can quickly pile up for the

development team if the testing team finds many bugs to be addressed. This necessitates re-planning and, in some instances, having to cut back on some features to accommodate bug fixes. For the testing team this implies that bugs that are not showstoppers but still important, may get addressed much later in the cycle. Re-planning, active monitoring, and control can help ensure that the teams stay on track and meet deadlines while maintaining quality.

Testing ingrained through the entire project management lifecycle has proven to be extremely advantageous and have the following benefits.

- Bugs are detected at an early stage and the showstopper defects are addressed early in the lifecycle.
- Progress of testing is transparent at all iterative levels to the development team and the management.
- Bottlenecks are discussed in each review meeting and feasible solutions are devised to get over them.
- Greater interaction between various teams and the client ensure more productivity and lesser costs.
- Emerging requirements can be factored into the development schedule as is appropriate with the impact and trade-off decisions clearly understood.
- Better communication and enhanced focus on quality ensure that the product release is on time, with desired quality or even better in some cases.

4.2.11 Integration of Agile / JIRA within Adappt

At Adappt we use JIRA to manage our projects through the entire lifecycle including testing. The figure below shows how we have ingrained testing as part of the SDLC using JIRA. Every sprint consists of User Stories and every user story will have its own test cases. Each User story is further broken down to development tasks and their corresponding test runs.





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