



Our Process

June 2018

Data Reimagined

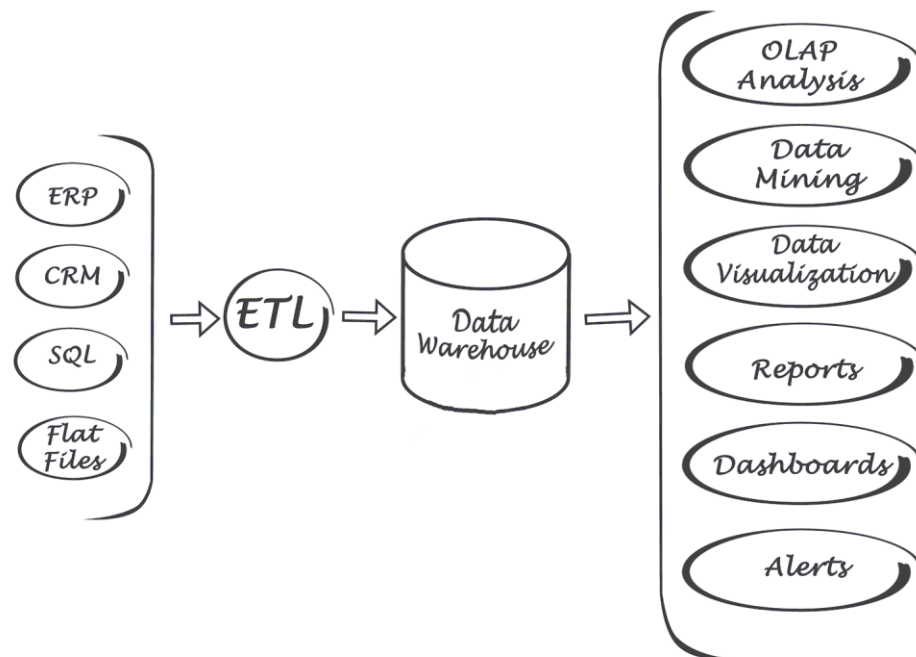
Our Process, Data Reimagined

Thank you for choosing to learn more about how we work. We believe that you will find both our method for completing projects as thorough and professional as those of us that complete them. All of our work is done remotely—just not in isolation. To the extent that you are comfortable with it, we will assume as much responsibility as is possible for completing the project independently. Our Agile process ensures client inclusion in all project phases from inception to delivery.

Getting Started

A detailed proposal defines the parameters of the project, the desired outcomes and the timeline so that there is consensus before we begin. Once accepted, roles are defined for all of the stakeholders and the project begins. Unless the client requests that we do otherwise, our data services are quoted on a flat fee basis: We believe that this is the most equitable approach for everyone.

We just want you to understand our intent is to provide service that ensures you never end up doing what you paid us to do.



STEP ONE, DISCOVERY

The first step in our process is to find out what you need and expect, to find out about your goals and objectives.

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SCOPE

What do you expect from us?

How do you define the deliverables?

What are the parameters of your project?

DATA

Where is your data?

What form is it in?

If you do not have data, would you like us to research and define the data required?

ANALYSIS

What are the questions you would like to have answered by this analysis?

REPORTING

How would you like us to communicate your results?

STEP TWO, PROJECT PROPOSAL

Once we have a good grasp of the scope and nature of your project, we will provide you with a project proposal that details at least the following:

- Project Scope
- Where We Will Get the Data/Information We Need
- Services We Will Provide—Independently or in Collaboration With You
- Project Deliverables
- Project Timeline
- Project Cost
- Project Terms Relative to this Particular Project

Upon acceptance of the proposal and initiation of the project, we will begin the data-gathering process, as defined in your project proposal. Within a framework of

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diligent data governance, this may include any or all of the following in this non-inclusive list.

STEP THREE, DATA PREPARATION

- Data Discovery
- Data Analysis and Modeling
- Data Cleaning and Validation
- Data Documentation
- Primary and Secondary Data Collection

STEP FOUR, DATA ANALYSIS

- Exploratory Data Analysis
- Excel Analysis
- Ad Hoc Query Reporting
- Complex SQL Queries
- SQL Query Writing
- Predictive and Prescriptive Analytics
- SAP Crystal Reports and Power BI Analysis

STEP FIVE, REPORTING

- Benchmarking
- KPI Dashboards
- CRM Dashboards
- Data Stories
- Data Visualization
- Economic, Impact and Feasibility Studies
- Operational, Analytical or Statistical Reports
- SAP Crystal Reports and Power BI

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STEP SIX, PROJECT DELIVERY

We deliver the Project, as agreed! Please note that if your project does not fit this model, an IMPLAN-based economic study for example, the process will be somewhat different.

TERMS OF SERVICE

- Payment options are invoice or wire transfer
- A 50% deposit or full payment is required to initiate an accepted project
- A 10% discount applies to prepayment
- Project deliverables are released in editable form after final payment is made
- Written acceptance of the deliverable(s) is required upon project completion
- No refunds will be issued unless it is demonstrated that Southwest Business Services failed to fulfill the terms of the signed project proposal.

Get in touch with us and let's see how we can collaborate.

SOUTHWEST BUSINESS SERVICES

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