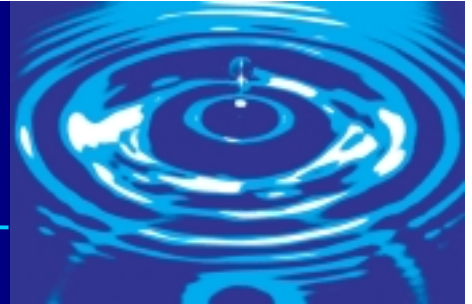


Gould Professional Services, Inc.

Service Assurance Methodology™

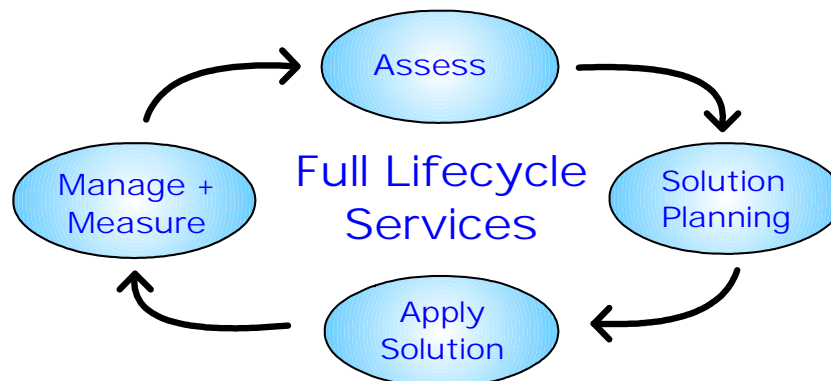


Our approach to the delivery of services leverages our **Service Assurance Methodology™** to ensure that clients receive the *right* services, on schedule, on budget, and with true quality. Our highest goal is to achieve a level of customer satisfaction that exceeds expectations and leads to a mutually beneficial relationship and repeat business.

This goal is realized by applying sound project and program–management techniques using a consultative approach to problem solving that not only engages client staff, assuring that the organization’s needs are properly recognized and documented, but also enables and fosters the acquisition of needed skills among the client’s staff.

We address each engagement with a full lifecycle approach, beginning with requirements definition and following through to deliver solutions that resolve your greatest concerns. Utilizing industry-standard project management techniques and tools enables the prediction and early identification of potential issues, allowing proactive resolution.

The Full Lifecycle approach is driven toward continuous process improvement, and is based upon the premise that no process ultimately operates without human contribution or oversight. It therefore a people-centric process that assures the selection and implementation of solutions with special emphasis placed on Human Factors to achieve both technology implementation *and* true integration of staff into the management processes.



This Service Assurance Methodology assures that clients receive consistently high quality, while leveraging Industry Best Practices both in the application of technology as well as the management of project execution and the compilation of documentation. The impact of this methodology is that services are delivered with consistent repeatable quality at minimum cost and on or ahead of schedule. Combined with accurate requirements gathering, the methodology ensures that the *right* solution is applied.