



Technical Support
Services

CGM

Agenda

- CGM – Who we are ?
- CGM – What we do ?
- CGM – Why Ireland ?
- CGM – What are the IT roles in CGM Ireland ?
- CGM – Process Improvements implemented to date
- Questions



CGM – Who we are ?

Gerard Kehoe – General Manager

John Daly – Senior Analyst & Project Planner

CGM headquartered in Roswell, GA – IT, Sales, Operations, Helpdesk

<https://cgmlc.net/>

IT Partners, HiQo – Minsk, Belarus – Development, Unit Test.

QA, Planning & Development Support - Waterford



CGM- What we do ?

Lifeline – Enrolment & Processing

3 Main streams of Development

- Front End Apps – Web, Android, iOS
- API
- Portal – Dashboard & Reporting



CGM – Why Ireland ?

- Staff used to maximising Time Zones and Multi site development
- Experience working as part of a virtual team
- Strong Relationship with WIT
- Access to Qualified Resources



CGM – IT Roles in CGM Ireland

- Management – Company and project priorities
- Project Planning – Aligning projects based on company priorities
- Analysis – Requirements Definition
- Development – Automation, Logging & Business support, Architecture
- QA- Pre-production & final signoff



CGM- Process Improvements

- Planning
- Code deployment
- Reviews and Handovers
- Knowledge sharing with Account Management
- Pre – Production Testing and Automation



Questions

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