

AEGIS Reaches for Credibility and Finds Structure for Business Growth

Company Background

AEGIS.net, Inc. is a premier provider of information technology consulting services to federal civilian, defense and commercial sector clients. The company provides technical and subject matter expertise in the areas of comprehensive systems and business process analyses; information technology modernization and transformation; and financial, healthcare, regulatory compliance, logistics and human resource systems.

“Having the CMMI model formally in place gave us the structure we needed to grow our business.”

—Michael T. Callihan, president, AEGIS.net, Inc.

THE BUSINESS NEED

Since 1996, AEGIS has provided trusted advisory leadership and support to its customers, helping them achieve their goals by transforming business needs into technical results. As a small business in a specialized field, AEGIS found that gaining new business required proving its capability to differentiate itself from the larger, more established competitors in the market. At the same time, the company needed a formal capability improvement model to help spread its successful way of doing business to new project teams during a time of significant growth in both business and headcount.

THE SOLUTION

Looking deeper at the market in an effort to strengthen and grow the company, the executive team of AEGIS, led by President Michael Callihan, quickly recognized a strong differentiator in those businesses that implemented CMMI® Institute's models regarding their ability to sustain business growth. Callihan also noted that those organizations that used CMMI were routinely winning more awarded contracts than those that were not implementing these practices. This, coupled with the fact that CMMI is widely recognized by both private and public organizations as an effective approach to improving performance and capability, drove AEGIS to adopt CMMI as part of its strategy to grow the company and be seen as a superior service provider.

The team found that implementing CMMI helped the organization recognize important issues such as opportunities for positive change and improvement. For example, AEGIS assembled a thorough framework for project managers to use in initiating new projects and managing them throughout their life cycles, which helped to increase productivity across the organization.

Building and maintaining these kinds of capability improvement techniques became an ongoing strategic goal for AEGIS, and one that they continue to pursue today.

RESULTS

The use of CMMI has led to improved performance through the optimization of tasks, improved budget techniques, consistent and compliant documentation, and a greater organization-wide focus on process and quality.

As Callihan describes: “We have roughly tripled in size in terms of headcount and revenue since beginning our organizational process improvement effort. We immediately recognized that if we hadn’t had our processes and procedures formally in place, refined and ready for continuous improvement, it would have been a greater challenge to go through that growth—and it might not have been so successful for us in the end.”

BUSINESS BENEFITS

Implementing CMMI has enabled AEGIS to realize the following business benefits:

Increased Productivity

Faster ramp-up time has been made possible for new employees, who now have formally documented processes and procedures to help them learn “the AEGIS way” of delivering services and developing solutions.

Greater Competitiveness in a Crowded Market

The ability to bid on work that was previously unattainable has translated to roughly 20 percent more qualified business opportunities for the company per year.

New Process Efficiencies

A new system was put in place for soliciting, receiving, and tracking organization-wide process improvement opportunities. Since AEGIS achieved its CMMI rating, use of this system has doubled—meaning twice the volume of submissions on average each month.

Business Growth

AEGIS has tripled in size in terms of revenue and headcount since beginning its organizational process improvement journey with CMMI.

LESSONS LEARNED

Implementing CMMI provides a consistent framework that everyone in the organization—from project managers to new employees—can use to ensure all actions contribute to the goal of continuous improvement.

AEGIS considers these measurable improvements concrete proof of the positive cultural shift the company has undergone through the adoption of CMMI. As the company has added customers and employees, following an institutionalized organizational improvement process has fostered a much smoother experience than in the past, due to better hiring decisions, better bid/no-bid decisions on opportunities, and better visibility into the current state of each project.

About CMMI[®] Institute

CMMI[®] Institute (CMMIinstitute.com) is the global leader in the advancement of best practices in people, process, and technology. The Institute provides the tools and support for organizations to benchmark their capabilities and build maturity by comparing their operations to best practices and identifying performance gaps. For over 25 years, thousands of high-performing organizations in a variety of industries, including aerospace, finance, healthcare, software, defense, transportation, and telecommunications, have earned a CMMI maturity level rating and proved they are capable business partners and suppliers.