



**IBEC - CBI**  
TRADE & BUSINESS DEVELOPMENT PROGRAMME

## Lagan Technologies Limited

### ***The company, its products, its customers, its environment***

Formed in 1994 by 4 founding Directors including Tom Montgomery, Lagan Technologies has grown to be a market leader in Customer Relationship Management Solutions. Customers include many major Telcos and Financial Services companies in Europe and the Middle East. The Lagan FrontLine products are flexible, multilingual, multichannel, web-enabled Contact Centre systems, developed in Java, which help radically to improve the Customer Services of client companies.

### ***Quality systems and policy***

On software development, we are driving down error rates to reduce bug fixing and support costs, to increase the effectiveness of developers, and reduce the dependence upon individuals. To increase our ability to deliver on time, and to increase the customers perception of the quality we deliver.

### ***Quality strategy for the future***

A major challenge for an organisation of our size is to apply the quality concepts that are embodied by systems such as CMM, SPICE TQM etc, in pragmatic mechanism, if we adopt a top-heavy approach it will fail. To us it is not so important to say we have ISO 9001, etc., as to be operating a system that enables us to deliver continuously improved processes. We will therefore draw from the most appropriate elements of these systems. Quality must be at the heart of all our processes, embedded; this enables us to deliver world class products.

### ***Company contacts***

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# DEVELOPING NORTH SOUTH SOFTWARE QUALITY NETWORKS

sharing best practice

