

# Solution Provider

## Is always thinking about "Is the Solution aligned with the Client's Business Mission, Vision and Goals?"

Solution Provider provides practical solutions, to help businesses overcome their growth challenges (similar to Matican Group's Mission Statement).

As the brain of the company, ideations and decisions related to solutions are made by Solution Provider, therefore it is going to be very important for Solution Providers to keep themselves updated with the latest technologies and business insights.

At the end of the day, It is the Solution Provider which is responsible of a Solution's quality & delivery. Solution Provider will be mostly communicating with Client & Project Manager.

Project Manager is Solution Provider's gate to the Technical Team. Here are important skills that a Solution Provider must have:

**Business acumen:** You should have a solid understanding of business processes, including finance, marketing, sales, and operations. You should also understand the industry trends and have knowledge of your clients' industries.

**Technical skills:** You should have a good understanding of technology, including software development, databases, and infrastructure. You should also be able to stay updated on the latest technologies and understand how they can be used to solve business challenges.

**Communication skills:** You should be an excellent communicator and have the ability to convey complex technical information to non-technical stakeholders. You should also have good listening skills to understand clients' needs and concerns.

**Analytical skills:** You should be able to analyze complex data and information to identify business problems and come up with effective solutions.

**Creativity:** You should be able to think outside the box and come up with innovative solutions to solve business problems.

**Leadership skills:** You should have the ability to lead and motivate a team to work towards common goals.

**Project management skills:** You should have a good understanding of project management principles, including Agile methodologies, to ensure that projects are completed on time and within budget.

**Problem-solving skills:** You should be able to identify and solve problems effectively and efficiently.

**Time management skills:** You should be able to manage your time effectively and prioritize tasks based on their importance and urgency.

**Emotional intelligence:** You should have the ability to understand and manage your emotions and those of others to build strong relationships with clients and team members.

It is highly recommended that Solution Provider does **NOT** make direct contact with **Technical Team**.

Due to nature of Solution Provider career, close collaboration with Client is needed to make sure the business matters are openly discussed.

Solution Provider is the one who gets in touch with Client more than other roles in the Company.

Solution Provider must keep Clients' personal or business communication/conversation/challenges/problems/issues **highly confidential**.

Solution Provider make sure that Client is always respected by him/her and other team members.

**Making fun of or Disrespecting** any Client related topics or Client itself are **highly prohibited**.

A business's output is either a Product or a Service which is the result of People, Processes & Technology.

The more balanced this triangle, the more efficient the business. Solution Provider in the beginning should look at the People & Processes then come up with a solution (Technology) that balances the People & Processes.

For more information visit [here](#).

## Responsibilities

- Writing Documents needed to transfer Project and Client information to the Technical Team.
- Defining the Development Roadmap of the project.
- Designing low fidelity prototypes by MG UI Kits made by UI & UX team.
- Ensures User Stories are clear & understandable for development to start work. (acceptance criteria must be clear)
- Prioritizing the Backlog stories
- Accept/Reject delivered stories
- Close collaboration with the Project Manager and COO to ensure the right Business challenge is solved.
- Keep client updated about the Project
- Write qualified **Value Summary** reports

## Deliverables

- Project's main mission flow (AKA **Vegetation Flow**)
- Prepare easy to find and organized documentations in MGKB for each of assigned projects.

- Archive and Manage Client feedback and make sure client feedback is not exceeding the project scope.

## Requirements

- Great imagination & visualization skill
- Flexibility and **Change Management skills**
- Ability to Understand the concept of People, Processes & Technology
- Ability to understand business processes when there is no technology involved
- Ability to understand **Business Mission & Values**
- Ability to **Break Mission Statement** apart to define the main flow
- Ability to recognize **Project Epics** through separating activities
- Understanding of Matican Group's **Solution growth stages**
- Ability to simplify complex terms and explain them through simple examples that makes sense for non-technical people
- Avoiding technical jargons and make sure that client is understanding what Matican is offering
- Excellent writing & verbal communication skill
- Excellent teamwork skills especially with people less skilled in communication
- Be aware of Business & Technology trends to be able to design an efficient Solution.

This document should be revised at the end of 2023

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