HMB HELPS PROMOTE EFFICIENCIES FOR A CRITICAL BUSINESS APPLICATION.

With well executed strategy, our client now benefits from all the major productivity and efficiency boosts their application can provide.

The Challenge:

Our client purchased a custom software solution to manage versions of documents, but performance issues prevented their users from achieving efficiency greater than paper and pen.

The application also required users to work in an antiquated and unsupported browser to edit their files, was riddled with performance issues and technologists spent so much time addressing issues, the entire business opted to scrap the application and revert to pen and paper methodologies. Even more frustrating, our client's third-party partner was offshore, making collaboration difficult and timely support impossible.

The Client

Our client provides computer network services, application support, computer education and training services for public entities.

The Solution:

HMB was asked to step in, evaluate the current architecture and provide a roadmap to improve the application. And HMB did just that.

After a brief assessment of the system, we quickly determined how to alleviate end users issues as fast as possible. We made changes to the existing application to improve efficiencies.

There were two significant challenges impacting the system: a backlog of general help desk tickets and large scale technical performance issues. To address each, we created two different work streams; one to help them remedy help desk tickets and create trend analyses to pro-actively identify problem areas, and a second stream to address performance issues and provide enhancements.

Our team also executed on strategies to help them perform file edits freely in Open Office, and solve other challenges around scalability to meet large project demands.

The Results:

- Application performance is no longer an issue

- End users are satisfied and the business is capturing the full value of the system

- The application is modernized and not reliant on legacy systems

- Our client is experiencing boosts in efficiency and productivity