

Case Study - Application Development



The Business Issue: ***How do you implement a critical new system when resources are not available?***

The Situation:

When one of the leading telecommunications companies decided to shift the orientation of its strategic marketing strategy from making sales to establishing long term relationships with its business customers, it uncovered a critical shortage of vital resources in the technology team.

A key component of the new marketing strategy was a new software tool that would facilitate contract management. Although the technology team began implementation, due to the press of ongoing operations and other equally high priority projects in the multi-billion dollar company, it was not able to free up sufficient technology resources in the near term for this critically important project. Because company management viewed the software program as a central component of the company's current year strategy, they decided to seek outside assistance.

To solve this key problem, the company called upon the Project Management and Application Development skills of its long-term partner, AGSI.

The AGSI Solution:

Working closely with company management, AGSI analyzed the situation and developed a transition plan to migrate implementation of the program from internal resources to AGSI through comprehensive project management and technical support. As part of the plan AGSI established a review function to identify additional improvements and enhancements.

When the transition plan was approved by company management AGSI not only assumed total responsibility for the implementation, but also began to integrate special functions that were currently handled off-line. These included designing and incorporating an automated workflow solution, support for Master Service Agreement contracts, tariff product order attachments, automated routing, and significantly enhanced security features.

By quickly assuming responsibility for the implementation AGSI directly aided the technology team, but more importantly, by conducting its careful review and analysis and then significantly enhancing the original plan, AGSI increased the business impact of the strategy. Using the new application, the company easily met the expected financial goals for the year.

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About AGSI:

AGSI is an Atlanta-based management & technology consulting company that has been building long term, rewarding relationships with clients since 1981. AGSI provides quality services designed with the right balance of business acuity, process improvement and technical expertise. AGSI listens to and teams with clients to produce effective and sustainable business solutions.

AGSI Services include:

Management Consulting:

- Business Process Management
- Enterprise Project Management
- Organizational Change

Technology Consulting:

- Project Management
- Application Development
- Application Support
- Systems Integration

AGSI Values:

- Integrity - *Our actions reflect an environment where clients and associates are treated with respect, honesty, and integrity.*
- Quality - *We surround ourselves with people who are committed to delivering excellence at every level.*
- Partnership - *We believe in mutual cooperation and responsibility for the achievement of common goals and the creation of value.*

Total Solution. Best Value. AGSI.