

Client

Multi-Location Service Company

Problems

Service delivery ops used a commercial off the shelf software package, while accounting used a custom developed application. Many business functions required referrals and updates to both systems.

Project Gestalt Scope

- > Developed a detailed solution architecture
- > Documented current processes affected by the Customer Portal
- > Defined new processes supported by the Customer Portal
- > Developed specifications for the Customer portal and System Interfaces
- > Outcome 1: Produced the Customer Portal RFP
- > Outcome 2: Produced the System Interface RFP

Results

Project Gestalt developed a solution architecture for a Customer Portal integrating a commercial off-the-shelf service management system and a custom-developed accounting package. Project Gestalt then developed detailed specifications for the Customer Portal application and system interfaces. Finally, Project Gestalt developed a request for proposal and managed the process of soliciting and evaluating bid for Customer Portal development.

The service location client and the prospective vendors recognized the value of Project Gestalt's Solution Management Work.

"The RFP and process led to meaningful proposals and 'apples-to-apples' comparisons."
Client quote

"The RFP defined requirements just like I would have!"
Vendor quote

