Inflash
Smarter Software Solutions

CASE STUDY: ADOZO

Project management web and mobile app increase agency revenues

Industry:

Information Technology

Application:

A web application and mobile app built using ASP.NET, Entity Framework, MS SQL Server, Oracle, Intersoft WebUI Studio, Vintasoft, Android SDK, Java SE

Challenge:

A growth in their business led to a need for better communication systems and efficiency

Solution:

A web application and accompanying mobile app

Adozo Consultancy, a website development agency, came to us with a unique set of challenges. They wanted a project management application built to help streamline their business. Communication and organization were their top items of focus. Our initial interview uncovered a number of additional improvements that we earmarked as part of their system build.

Challenge:

The agency had been using email, paper tablets, white boards and in-person meetings as communication channels. Although these methods worked well for many years, their company had grown by 80% in the past five years. They began to see their project duration increase, as well as the number of errors and instances of miscommunication. They did not have a way to keep track of project requirements, change requests and bugs that needed fixing and if they were resolved. There was no way to assign a project or task to people and no accountability to see that things were being completed. Once a task was completed there was no historical data to view. Their Project Managers had no ability to keep notes on projects within a centralized location. There was no central location for agency and project informtion to be stored and shared by everyone. Their Project Managers travel to see clients and needed to obtain updates and information about their projects on the go, which led them to searching through emails on their smartphones. Their employees kept track of their timecards and time off requests on paper, making it difficult for management and H.R. to keep track of their employees.

Results:

Their new system helped streamline their thriving organization resulting in better communication, higher levels of efficiency and a huge boost in employee morale

Metrics:

- Decreased project delivery time by 30%

- Increased agency project load by 20%

- Increased overall team efficiencies by 50%

Solution:

A centralized web application with an accompanying mobile app were created to overcome these challenges. This system features both administration and user logins, which provide additional management insights and control over projects. Project Managers have the ability to create a new project or task and assign specific personnel. All of the project requirements, change requests and bugs can be added to projects and are visible to everyone working on that project. The Project Managers can also save their own personal notes on the project within the system. This data is saved historically. They can also send messages to team members, who are notified via an email notification. The message is stored within the system to keep everything in a central location. Email notifications are also sent out notifying team members of a question, comment or status change. The associate can then log into the system to take an action or change the status of a project or task. We included a knowledge base for shared information to be stored and reviewed as well. We also created a timesheet section which included a request for time off feature. The accompanying mobile app really helps their project managers when they are out in the field.

Results:

The agency is extremely satisfied with their new system. Benefits of this web application/mobile app system include:

- Decreased project delivery time by 30%
- Increase agency project load by 20%
- Increased overall team efficiencies by 50%

The president of Adozo is thrilled with these metrics. She says that their new system has not only led to an increase in revenue, they also led to improved communications and a decrease in errors. Their new system provided a large boost in morale throughout their entire organization.