



Catapult Systems Project Service Case Studies

Catapult project services create improved system integration and performance, and better IT planning

Catapult Systems' broad and deep knowledge of delivering successful technology engagements is rooted in specific business goals. Read on to learn how four companies took advantage of these benefits.

Manufacturer Improves System Performance

A countertop manufacturer, whose growth outpaced the scalability of the mission-critical systems that supported the business, was concerned about performance issues that were impeding the company's ability to swiftly respond to customer needs.

Catapult Systems was engaged to help the company's IT group determine and map out the solution to the problem. First, Catapult conducted a comprehensive architecture review of the current application and database infrastructure, understanding the business activity and need these systems supported. This analysis uncovered the roots of many of the issues. Then, Catapult developed recommendations that provided the fix for many of the problems, and identified other areas for improvement.

Results

- Enhanced user satisfaction supported by systems that delivered speed and high uptime.
- Increased customer satisfaction due to the company's systems improved ability to meet requirements.
- Reduced IT workload, with greatly lessened maintenance and repairs.

State Agency Integrates Systems

A Texas state agency was moving a group, itself consisting of multiple departments, from one organization to another. Each department within the group used different business processes, applications, databases and data warehouses to manage its

business. The agency needed to integrate these disparate data stores and applications into one management system.

Catapult was engaged to help the agency understand the value and functionality of the different systems in use and make recommendations for next steps. Catapult performed a technical and business analysis of existing the systems and processes, and provided several options for solutions that would fulfill its need to integrate the existing data and systems. In addition, Catapult introduced process re-engineering to help the agency determine how to introduce claims processing for payment for services rendered.

Results

- Management agreement and buy-in on goals for the integration.
- A high probability of success due to a go-forward plan that included the best use of existing systems and new systems and processes.
- A deeper understanding of how to proceed while leaving room for requirements around new claims processing needs.

Catapult Builds RFP for State Agency

This Texas state agency faced an enormous challenge in making its users more productive while reducing the cumbersome maintenance workload for its IT staff. With a reorganization of the agency and licensing structure, there were 20 different systems that were used to manage and generate professional licenses. To complicate matters, many of the business processes in play were undocumented. To address these issues, the organization required a new licensing application solution into which the functionality of all current applications would be consolidated. However, with

the problem as was expansive and far-reaching as it was, the organization's IT department felt that an objective third-party review of the situation was required to help make the best, most cost-effective decision.

Catapult was engaged to help the agency select a licensing application vendor. First, Catapult met with key stakeholders to define business needs and processes. Then, it developed business process flows and supporting documentation, to help establish what activities were taking place, and what actions these activities drove. These meetings also helped form consensus around requirements for the new solution.

Results

- Delivery of the core information required for an accurate RFP.
- Management agreement and buy-in on business processes and goals for the new system.
- Future improved user satisfaction with ease-of-use in new system that doesn't sacrifice documented, required functionality or features.

Chip Maker Envisions Better IT Planning

A major chip manufacturer needed to improve the way it both manage and track projects. The company needed help developing a vision and roadmap for rolling out an Enterprise Project Management solution across its global IT organization.

Catapult first conducted a workshop to establish a common vision for an EPM solution, then gathered requirements to identify specific features and functions of necessary to accommodate the IT project management processes. Following, Catapult created a detailed work plan along with design specifications. All plans laid, Catapult project management experts installed and configured Microsoft Office Project Server and Windows SharePoint Services to meet the client's needs, including implementing a custom look and feel that mapped to the client's corporate brand standards. Finally, Catapult trained the client's users on using the new EPM solution.

Results

- Inexpensive and low-risk approach to developing buy-in and support from key stakeholders.
- Client received a cost-effective, efficient approach to managing IT projects.
- EPM solution implemented on time and on budget.



How can we help you?

Contact us at 1-800-528-6248 or info@CatapultSystems.com