

CASE STUDY – TAKE YOUR BUSINESS TO THE NEXT LEVEL

CLIENT

The Talbot Group
www.thetalbotgroup.com

PROBLEM

As the volume of business increased, more robust systems needed to be put into place to accommodate the growth in clients and the number of remote employees.

SOLUTION

The Talbot Group and Systemiqs jointly participated in several vendor demos to determine if an application already existed which met the needs for this growing company. Once the application was chosen, Systemiqs took over the project. We managed the project budget and the implementation schedule. We worked with the vendor to get the application installed, configured, and integrated with the existing systems. We drafted the technical documentation and the user documentation. Finally, we trained the staff and transitioned to first-line tech support for the new operations.

SYSTEMIQS SERVICES ENGAGED

Systemiqs Implementation Services

- Research and Recommendations on Best of Breed Web Applications and Mobile Devices
- Contacted Vendors to Evaluate Products
- Determined Technical Specifications and Implementation Costs
- Project Management from Time of Procurement through Acceptance Testing
- Preparation of User Guides and Training Materials
- User Training
- Troubleshooting and Escalation of Questions to Vendors and Developers

Systemiqs Data Protection Package

- Review and Refining of Shared File Folder Structures
- Establishment of Naming Conventions and Metadata
- Organization of Current Files and Folders to conform to new structures
- Periodic Folder Clean-up to Migrate or Delete Unused Files and Folders

Systemiqs Workflow Optimization

- Process Diagrams and Documentation
- Mindmapping

Practical Results Coaching

- Brainstorming Workshops
 - Productivity Coaching
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