



Client

Client is a government agency responsible for Public Health and Environmental Services serving over 4 million residents. Client provides public health assessment, policy development, and emergency management, including alerts and responses during disasters.

Challenge

Realize client's vision of integrating multiple systems within a single department to eliminate data redundancy and improve overall efficacy while working within budget constraints. These budget constraints, combined with staff attrition, challenged management to free employees from mundane tasks and leverage their full productivity through automation.

Client's departmental data existed in multiple instances within multiple separate systems. Bluware's challenge was to scrub data for errors and redundancy and provide an integrated software solution capable of scaling to incorporate additional departments in the future.

Client's company culture was resistant to technology changes, making it difficult to document and streamline existing workflows to improve effectiveness. The staff was unfamiliar with Software as a Solution, unclear about their own departmental workflows, and short of management oversight.

Solution (What Bluware Did)

- Assigned a single project manager to coordinate the multiple efforts
- Implemented an automated alert network for medical and veterinary emergencies
- Integrated the alert network with three other systems in a locally-hosted, redundant, Microsoft SharePoint environment
- Added custom dashboard features to improve management reporting and control
- Implemented a user training course tailored to perpetuate user comfort and acceptance
- Consulted on data architecture to reduce data duplication and corruption
- Mapped improved workflows into the software design
- Consulted on hardware and network design



Benefits

- Client custom software applications migrated from unstable legacy environment to current technology (Access and Excel to Sharepoint and SQL server).
- Project manager maintained client's vision and orchestrated several different projects toward that goal.
- User base now has an integrated system that includes business continuity and disaster recovery protocols for this mission critical application.
- Management has more visibility and control, reducing both costs and risk.
- Users have embraced adoption of the technology and are effectively using the application.
- Data now exists in one instance and can be visualized, sorted, filtered, and manipulated, eliminating errors and improving data integrity.
- Automation has improved workflow efficiency over 400%.
- Client will recoup the investment over 14 months, realizing a return on investment based on increased efficiency, error reduction, and staff requirements of approximately \$150,000 annually.

Consultants

Five consultants: One project manager; one systems consultant; one data developer; one general developer; and one web developer.

Technologies

Microsoft Sharepoint; SSRS; SQL Server; PHP, HTML