

CLIENT CASE STUDY



GLAD, a socio-economic development trust, manages all of its operations— real-time, using SofTrack.NET

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"We wanted a solution that completely automates our back-office operations including the grievances' life cycle that flow in from various quarters and efficient project management system for all of our development initiatives. As a transparent organization, we wanted the same data to be shared by all of our stakeholders. Softrack.net delivered exactly that and more... now our stakeholders can see GLAD's progress in real-time and access all the relevant information online. "

Dr.Jandhyala Sankar, CEO and Trustee, GLAD, ex-Mayor, Vijayawada

Situation

GLAD, a socio economic development trust is the brainchild of Mr.L.Rajagopal, industrialist-turned-Member of Parliament, Vijayawada. The main objective of the trust is the development of Vijayawada and the nearby villages. The service component is broken into two—solving existing problems and taking up new development projects. GLAD is managed by a group of experienced and well-known professionals in various disciplines headed by a CEO, who earlier served as the Mayor of the city.

GLAD believes in corporate kind of approach to the field of public service. Accountability, Transparency and Metrics driven management are the core principles for the trust. The top management realized that to achieve their goals they would need a software solution that is both easy to use and accessible to anyone over the network—LAN and internet.

GLAD approached Vortex Technologies, to come up with a solution that is in tune with their expectations, and easy to use for all the concerned stakeholders.

GLAD



Solution Overview

Customer Profile

GLAD, a socio economic development trust is the brainchild of Mr.L.Rajagopal, industrialist-turned-Member of Parliament, Vijayawada. The main objective of the trust is the development of Vijayawada and the nearby villages. Unlike most of the other organizations GLAD is managed by a group of experienced professionals.

Business Situation

Apart from taking up several development activities, GLAD also acts as the secretariat of Mr.Rajagopal. In an endeavor to run the organization like a corporate, they decided to computerize their entire back-office and implement an effective solution—a *solution that not only automates the typical grievances' life cycle to the management of development projects.*

SofTrack.NET is 100% browser based, end-end business solution. It is a genuine horizontal product that can fit in for any vertical.

Software platform

Windows 2000 Server
SQL Server 2000
SQL Server Reporting Services
.NET framework 1.1
Internet Explorer 6.0



Challenges

First, as an organization that has a minimal IT environment, majority of its work force is not IT savvy, hence the solution to be implemented should be extremely user friendly.

Second, as a not-for-profit organization, it could not afford long development and deployment cycles both in terms of time and cost. Even training time had to be minimal.

Third, the software had to help the workforce to imbibe the best management practices followed in corporate.

Fourth, as the organization is not in a position to buy expensive process management software the software should be in a position to provide an alternative for such processes.

Based on all of the above the management felt that the solution should

- a) have a base engine that accommodates most of its requirements
- b) provide a way to automate its core functions without the need of additional software
- c) support complete life cycle of project management
- d) have short deployment and implementation cycles
- e) be extremely user-friendly with very little training needed for the end users
- f) should use existing hardware infrastructure
- g) scale up to the organization needs
- h) be flexible in reporting.
- i) should be web based

Solution

After careful evaluation, GLAD found that SofTrack.Net met most of its client's requirements.

- Softrack.net's measures' integrated project management features provided a means to 'projectizing' operations in the core business functions.
- Softrack.net's excellent issue management features provided a nice fit for grievances' management.
- Softrack.net being a comprehensive product, and Vortex with the experience of already implementing it at several locations mastered a short yet effective cycle.
- Softrack.net's client is Microsoft's Internet Explorer, which is extremely user-friendly.
- Softrack.net being a 100% browser based solution; there was no need for GLAD to invest in any additional client hardware or software.

Conclusion

With SofTrack.net and Vortex, GLAD found a cost effective web based solution to automate its core business processes.

About Softrack.net and Vortex Technologies

Softrack.net is the flagship product of Vortex Technologies. Vortex is an innovative technology company headquartered in Hyderabad, India. Conventionally a product development company, Vortex is now fast expanding its services arm. Vortex currently operates in the business space of business performance management with offerings in the fields of business intelligence and enterprise project management.



About GLAD

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For More Information

For more information about Microsoft products or services, call 91-40-23554140. To access information via the World Wide Web, go to: <http://www.vortexindia.com>

For more information on GLAD visit their web site at:
<http://www.lagadapatirajagopal.com>

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