

Integrate Systems with Burntsand Portal Solution

Case study

Company:

Burntsand Inc.

www.burntsand.com

Vertical Industry:

Energy, Utilities

Segment

Midmarket

Software & Services

Pivotal CRM and Pivotal e-Service

HP/Tower Software TRIM Context RDMS

HP/Tower Software TRIM Webdrawer

Microsoft Windows Server

Oracle Database

Situation – Double entry system was inefficient and vendor support being phased out

The client had stand-alone web applications which required double entry of Licensee information in a Complaints Management System and License Registry system. When Licensee information was updated in the Registry there was a delay in updating the Licensee in the Complaints Management System. The Licensee was provided with a Complaints Report for response and resolution status. Activity tracking and reporting on the system was sporadic and inconsistent due to performance issues and configurability of the system.

In addition, the US-based software vendor was bought out and configuration support for the application was becoming increasingly difficult

Solution – Burntsand’s team implemented a single web based self service repository

Burntsand implemented a combined case management/registry/complaints management system that has automated updates of information. The Consumer Relations Centre now has view access to the most up-to-date Licensee information along with a tracking tool that allows staff to view the communications between the CRC rep and the complainant, the CRC rep and the Licensee, and, if applicable, the communications between the Compliance officer and the Licensee all on the one complaint form. The tool itself is managed by the Board such that changes to information is done in-house rather than out-sourced.

Additional enhanced functionality includes a secure website where the Licensee can update the Complaint record online and view, add and update activities that have occurred on the complaint, including attaching documents. The Licensee can also print the Complaint Reports for a given period and access their complaints history.

Benefits – Combining systems gives a 360° view of the Licensee and gives instant online access

- The implementation of the Case Management System, which included the License Registry, provides the information that was required by the Consumer Relations Centre to begin the complaints resolution process. The extension of the system to encompass the correspondence and complaints management module allows the Board to have a complete view of the Licensee – from application (and renewal), financial reporting, and complaints.
- Licensee has immediate access to complaints information and complaints history as well as online functionality to update the Complaint 24x7.



About Burntsand

Burntsand is a leader in the delivery of technology consulting services for customers with complex information processing and information management requirements in three practice areas - Enterprise Content Management, Collaboration and Service Management - aligned around our strategic partners, EMC, Microsoft and BMC. The Company delivers strategic design, technology architecture and custom application development through our proven Time-to-Value methodology, which mitigates business risk and speeds process improvements and returns. Headquartered in Toronto, Burntsand operates from locations across North America. The Company's shares (TSX: BRT) are traded on the Toronto Stock Exchange. Learn more about Burntsand at www.burntsand.com.