

ENTERPRISE DATA WAREHOUSE & SUPPORT PRODUCTION

While developing key business IT systems is an important part of scaling a business and increasing its operational efficiency, supporting these systems is equally important.

This project focused on an Enterprise data warehouse and Qlik support for production. In this case, we had just completed phase one of the project when the customer realized that they needed us for expanded workflow support. Their customers had been responding positively to the new efficient system, but the client anticipated them requesting for more functionality. We began discussing the addition of a heavy-duty support engagement almost six months into the project.

Note that this project was predominantly for a business unit, not for the IT department inside of the client's organization. They really didn't have the resources to support the system that we were building. To this day, we continue to add features to their dashboard, such as new widgets and different interactive maps. Now, we function as their support staff, with one full-time employee here and three in our New Delhi office.

For any business IT system to work effectively, there must be continued support. Allowing knowledgeable, skilled outsourced IT teams to support and optimize your system continually can allow your business to grow and scale, while your personnel can focus on critical workflows as opposed to supporting the system.