

LEASE MANAGEMENT SYSTEM SUPPORT

Supporting your critical internal business IT systems is pivotal to scaling, increasing market shares, building customer relationships, and bettering the overall bottom - and top - lines of the enterprise.

Our client had implemented a lease management system and was facing a hurdle where a critical department of the company needed optimizing. The client's organization operates as the lease administrator for their customers, and in order for them to manage these leases, they actually needed to invest in a multi-tenant, commercial off-the-shelf tool called Axxerion.

We were not involved in the initial implementation of Axxerion, but once the client became familiar with our support model - our existing data warehouse team and the data visualization team already engaged - they approached us to support their 3rd-party application. They had a big backlog and wanted their employees to do more customer facing work. We put together a very small team to start with, taking a lot of mundane support tasks away from their dedicated application team.

Our support continues to move forward to this day, picking up higher value tasks. Now, if they have a new customer to be onboarded, we are managing almost 80 percent of the process. If they need some custom objects to be built on this platform, we're able to implement them at a rapid pace.

Customizing and supporting your company's internal IT assets is a large part of ensuring that each component of an enterprise's IT architecture is operating at maximum yield. External IT teams can ensure that your IT components are working correctly, and can support - or optimize - them as needed.