

"Client satisfaction is off the charts! Our clients love eRoom because it shows them we are a lot more organized than our competition. We found a considerable advantage in eRoom to energize our processes and to deliver faster and more economical solutions to our clients. "

Ken Winell
General Manager of Microsoft Technology Group
eB Networks

Introduction

eB Networks, a wholly-owned subsidiary of Computer Horizons Corporation, is a Microsoft certified solution provider/partner delivering digital nervous systems solutions to Fortune 1000 clients. These systems are based on electronic communications tools that help corporations maintain themselves, fend off threats, and take advantage of opportunities rapidly.

Business Environment

eB Networks Professional Services engages clients in a robust, proven methodology designed to produce rapid application development (RAD) and true mission critical applications. With RAD the need to manage and control information quickly, but in a coordinated fashion, is critical to the success and timely delivery of systems in today's business environment.

Challenges

Though eB Networks had been using traditional groupware, Lotus Notes/Domino, for several years, they found shortcomings that remained unaddressed. eB Networks still needed:

- To support geographically separated professionals who must collaborate as a single entity to solve client's problems
- To use their internally developed project management/collaboration platform with clients without dictating to clients what IT infrastructure they must use, or without creating data security and administration problems when clients would try to access eB Networks servers
- A solution which was easy to administer; they did not have a lot of time to spend on IT overhead activities

Solution

eB Networks became aware of eRoom because of the depth of its knowledge and business relationships in the IT and consulting industries. eB Networks always uses the most efficient and business-critical methods for delivering solutions. By partnering with Instinctive and using eRoom as their project tool, eB Networks was able to deliver even more economical solutions to its clients.

Benefits

eB Networks needed a tool that would not get in the way during RAD. By setting up a new eRoom for each engagement, eRoom delivers that benefit, plus others that include:

Solutions delivered to clients faster. eRoom is saving eB Networks and its clients a lot of time and money. They are conducting a test where two different business units are doing identical projects (with different clients)—one is using eRoom while the other is not. Ken Winell of eB Networks explained, "With four months until completion, the project using eRoom is 20% ahead of budget and schedule as compared to the other." This translates into less risk for eB Networks and its clients.

Improved communication and collaboration among teams and with clients. eB Networks professionals need more than conference calls to collaborate efficiently on RAD activities, and eRoom provides a more substantial real-time collaboration capability. eB Networks is using eRoom every day, on large-scale development projects with a national scope. eRoom is the central, coordinated portal for collaboration with clients, and has become the forum for posting questions and decisions. eB Networks sees a tremendous return on its investment in eRoom because it can communicate and collaborate more efficiently.

Faster project ramp-up with lower IT overhead. The setup time for creating eRooms is significantly lower than that required for setting up Lotus Notes project databases (5 vs. 60 minutes). With eRoom eB Networks can more easily leverage old database structures for new projects instead of creating new, unique databases for each new project.

Next Steps

eB Networks plans to incorporate more of its RAD methodology and business processes into eRoom, after successfully helping a client through a similar process. Also, eB Networks is developing and integrating enterprise-level administration tools that will work with eRoom to make certain tasks, faster, easier and more scaleable for very large clients (i.e., those with upwards of 100,000 users). The result of these initiatives will be even greater increases in the speed of systems development. This will make eB Networks and its clients happier not only because the systems will be delivered sooner, but also because this will translate into less risk for everyone.