



Intertec

A WORLD OF SOLUTIONS

CASE STUDIES

PROVEN TRACK RECORD IN MULTIPLE INDUSTRIES





GLOBAL WAREHOUSE MATERIALS MANAGEMENT SOLUTION

A MANUFACTURING COMPANY IN THE AEROSPACE INDUSTRY WAS FACING EXCESSIVE INVENTORY ISSUES AND LONG COMPONENT TRANSFER TIMES BETWEEN LOCATIONS. INTERTEC CREATED A GLOBAL WAREHOUSE MANAGEMENT SOLUTION WHICH DRAMATICALLY INCREASED EFFICIENCY AND ELIMINATED TASK DUPLICITY.

THE CLIENT'S CHALLENGE

The company, whose products include aircraft engines and systems, aerospace electronics, and landing gear components demanded a robust and reliable process to quickly move materials between plants.

The end goal had two equally important purposes: to minimize stock levels and significantly reduce inventory values, while at the same time enabling the fast transfer of materials between production plants to balance existing stock and meet manufacturing and repair process needs.



OUR SOLUTION

First, a formal Program and Project Management methodology was used based on Project Management Institute (PMI) principles and concepts. We then organized a cross-functional team composed of sales, finance, and materials and operations management in order to standardize all parts to facilitate cross-plant planning and transfers.

After standardization was completed, our team worked with the client to identify the existing barriers to moving materials. Some of these barriers included: material cost standards, multiple quality standards, part number variation for common parts, and organizational competition for materials between manufacturing, maintenance/repair, and sales orders.

Finally, we designed an ERP Solution within SAP to enable automatic plant-to-plant transfers based on MRP requirements.



VALUE OBTAINED

The development of an SAP materials management solution based on consistent cost models, quality standards, and allocation rules, resulted in seamless plant-to-plant transfers, as well as an inventory reduction of 25%.

Additionally, by implementing a common quality standard the company eliminated the need for material re-inspection and driving further cost savings.



DEVELOP SYSTEMS FOR TRACKING OF DRUG LICENSING INFORMATION

TWO LEADING PHARMACEUTICAL CORPORATIONS REQUIRED A SECURE AND RELIABLE SYSTEM TO TRACK DRUG AND EQUIPMENT LICENSING INFORMATION AND DOCUMENTATION ACROSS MULTIPLE LOCATIONS.

INTERTEC CREATED AN APPLICATION WHICH CURRENTLY ALLOWS THE COMPANIES TO EFFECTIVELY REPORT THE STATUS OF DRUG AND EQUIPMENT LICENSING GLOBALLY.

THE CLIENT'S CHALLENGE

Two global pharmaceutical companies that conduct business in over 175 countries combined and run major R&D operations in Europe and the United States required a secure, reliable system to track drug and equipment licensing information and documentation across multiple regions. This system was vital for government regulatory compliance, and Intertec was tasked in creating a secure, multi-regional platform in which our clients could track product drug licensing and documentation information for product updates and new drug releases.

Most importantly, the solution needed to meet individual country requirements and provide automatic notifications when a product license was set to expire, as well as enable automated notifications to signal critical changes and license expiration dates crucial for regulatory compliance.



OUR SOLUTION

Intertec deployed a team of software engineers, consisting of an application architect, a database specialist, and a project manager, to design a secure and effective web-based application capable of tracking drug licensing and product information based on file uploads from multiple sources.

The application enabled the pharmaceutical companies to meet specific country requirements relating to product license expirations, so as to ensure government regulatory requirements are always met. The application also has an automated reporting system that, through configurable parameters, sends email messages when a drug or equipment license is soon to expire and requires updating.



VALUE OBTAINED

The companies now possess a solid and reliable system which ensures that any drug licensing information will be secure and accessible through their optimized internal systems and operations anywhere in the world. Additionally, they can be sure that they will meet government regulatory requirements for drug and equipment licensing, regardless of which region they are in.

Finally, as a result of the outstanding effectiveness of the application, Intertec continues to provide application support and enhancements for both companies.



ACADEMIC WEB APPLICATION SUPPORT SOLUTION

A LEADING INTERNATIONAL SUPPLIER OF CHILDREN'S EDUCATIONAL SERVICES FOR OVER 140 U.S. SCHOOL DISTRICTS REQUIRED AN OVERHAUL OF THEIR CURRENT APPLICATION'S HELP DESK FEATURES. USING A FLEXIBLE ENGAGEMENT MODEL AND EFFECTIVE RESOURCE ALLOCATION, INTERTEC MANAGED TO SOLVE THE EXISTING ISSUES AND PROVIDE ACTIVE SUPPORT.

THE CLIENT'S CHALLENGE

Our client, a leading international supplier of specialty educational services, products, and solutions, provides an application management system used to track children with special needs for 140 U.S. school districts. This application spans the entire instructional process, including curriculum, assessment, special education case management, and other specialty areas.

Since the division managing this product has more than 6,000 employees located in 280 offices, they faced a challenge with their existing help desk support team due to resource and budget limitations.

Intertec was tasked with growing the division's help desk support and report configuration capabilities by adding a flexible workforce that would be part of the organization's existing team, while handling end-user support requests.



OUR SOLUTION

As a first step, we organized a cross-functional team of end-user support and HTML coding agents based in Intertec's nearshore technology center in San Jose, Costa Rica. To make the transition as smooth as possible, we later deployed a sub-team to one of the organization's U.S. locations to learn the current system functionality and end-user support service model.

Finally, the sub-team began supporting real-time end-user requests, allowing for a seamless transition to the remaining team members located at the nearshore technology center.



VALUE OBTAINED

Thanks to Intertec's nearshore technology center team resources, the organization's end-user support operation is now more effective and efficient, allowing the company to better manage ever-changing business demands. Also, as a result of Intertec's infrastructure support solution, the organization's support operations have been significantly enhanced, allowing it to focus on other strategic business needs.

Intertec's team of nearshore Level II Help Desk Agents became a permanent extension of the organization's end-user support staff offering quality support services, including: 8 x 5 email support coverage, functional application support, and HTML report configuration.

REMOTE SUPPORT CENTER FOR SEMICONDUCTOR PROVIDER

AN INTERNATIONAL PROVIDER OF MICROCONTROLLER AND ANALOG SEMICONDUCTORS WAS FACED WITH PLUMMETING HELP DESK CUSTOMER SATISFACTION RATINGS.

INTERTEC WAS TASKED WITH DESIGNING AN EFFECTIVE END-USER SUPPORT DELIVERY MODEL THAT REDUCED COSTS AND IMPROVED CUSTOMER SATISFACTION.

THE CLIENT'S CHALLENGE

As a leader in the global semiconductor and microcontroller market, the company's technical support quality and their delivery of user support services to their worldwide operations are critical to their business.

When the company was faced with dropping help desk customer satisfaction ratings due to internal resource technical skill levels, they approached Intertec to establish a new customer support team that would increase service quality and customer satisfaction scores.



OUR SOLUTION



Intertec designed an end-user support delivery model that met the objectives of reduced costs and improved customer satisfaction. This solution consisted of first staffing a remote team at Intertec's nearshore technology center in San Jose, Costa Rica with secured access to the customer's network. After the team was assembled, it was tasked with supporting and resolving IT requests received through an online ticket system, email, and telephone calls.

Finally, a remote PC support software and problem resolution process was implemented by the team. This program included 10 x 5 Help Desk support, remote PC support by logging on to the end user's PC to resolve issues, and operational reporting for SLAs reported by the client with post-assistance surveys.

VALUE OBTAINED



Since implementing Intertec's IT remote support center, the company has achieved dramatic performance enhancements: tickets received via email are responded to within 30 minutes using remote PC support technology, high-level problem tickets are quickly routed by the support team to the appropriate IT resource, customer satisfaction scores have risen significantly, and escalation support tickets are routed much faster. The client experienced improvements across the board in customer services KPIs.



DEVELOPMENT OF ORGANIZATIONAL SCORECARD FOR LARGE RETAIL COMPANY

A MULTINATIONAL SUPERMARKET BRANCH LACKED THE INSTRUMENT REQUIRED TO MEASURE THE PERFORMANCE OF ITS IT DEPARTMENT ACROSS A WIDE RANGE OF BUSINESS AREAS AND FUNCTIONS.

INTERTEC DELIVERED A SIMPLE, RELIABLE AND SCALABLE WEB-BASED SOLUTION THAT WAS SOON IMPLEMENTED IN ALL OF ITS SUPERMARKETS ACROSS CENTRAL AMERICA.

THE CLIENT'S CHALLENGE

The Central American branch of a large supermarket chain required a user-friendly and scalable solution to measure the KPIs of its IT Department across a wide range of business areas and functions. It was therefore necessary to provide our client with a way to visualize a series of business-critical key performance indicators in the areas of finance, productivity, services and employee satisfaction. The final product also had to produce comprehensive, visually self-sufficient reports, as well as provide the functionality to create comparisons of actual and forecasted performance in budget execution and other areas.



OUR SOLUTION

Intertec assembled a team of highly qualified software engineers to build an online application utilizing the Microsoft .NET platform, based on the MS SQL server data source. Additionally, in order to keep a tight schedule and avoid making large changes in a single iteration, the development process carefully followed PMI and Agile development methodologies, as well as making effective use of iterative prototyping during each QA and testing phase.



VALUE OBTAINED

Thanks to Intertec's efforts, the client now has a powerful analysis and visualization tool that enables them to compare their forecasted and actual performance in crucial strategic business areas such as IT support service levels, incident tracking, budget performance and expenses, and employee satisfaction.

The tool's effectiveness allowed it to gain widespread user adoption and recognition, and it is currently used in all of the client's IT departments across Central America.



SOFTWARE ENGINEERING SOLUTIONS FOR SKIN CARE PRODUCTS COMPANY

A PRESTIGIOUS SKIN CARE PRODUCTS COMPANY NEEDED TO UPSCALE AND OPTIMIZE ITS E-COMMERCE AND DIRECT SALES PLATFORM.

INTERTEC CONSTRUCTED A NEW ENTERPRISE-CLASS PLATFORM IN RECORD TIME WHILE PROVIDING THE COMPANY THE TOOLS AND KNOW-HOW IT REQUIRED FOR FUTURE OPTIMIZATION.

THE CLIENT'S CHALLENGE

A leading manufacturer of highly popular and clinically proven dermatological products had determined that its current suite of online and direct sales e-commerce applications was no longer suitable for their needs. It desired to build a robust and scalable enterprise-class platform, capable of easily integrating with other top-of-the-line and industry-standard solutions.

However, the client's life-long software services provider was in complete control of the management, development and hosting of the company's entire technological stack, thus encapsulating all technical knowledge and control over the toolsets' development roadmap.

OUR SOLUTION



Intertec determined that putting the client back in control of its own applications was our top priority, and we did so by migrating an improved software platform to a cloud based enterprise level hosting solution under the customer's direct control and establishing a transparent co-managed service model. This ensured the customer would never again lose sight of the accumulated technical and business know-how of their IT operations.

We then deployed an experienced team of subject matter experts to the customer's facility in order to directly assess the situation and plan the necessary strategies and approaches to meet the client's specific needs. Soon after, the engineers from Intertec's nearshore technology center in San Jose, Costa Rica were creating the client's solution under a co-managed services model. Using industry standard ITIL practices for issue and problem management, while working hand in hand with a modern Agile software development framework, they were able to create the customer's solution in under 90 days.

VALUE OBTAINED



Once the process was complete, the company was able to finally regain control over its technology stack thanks to a successful transition from a third-party/external vendor to a hosting solution that was under the company's. They also obtained a robust platform that is also interconnected with enterprise-level services in which all the coding, methodology and process practices that Intertec utilized during the creation and implementation of the platform was left fully available to the client for future optimization.

Thanks to the overwhelming success of this solution, Intertec has continued to provide this client with a wide range of services including customer contact center, business intelligence, on-demand projects and software engineering and support.



SOFTWARE ENGINEERING SERVICES FOR MULTINATIONAL BANK

DUE TO CUSTOMER DEMAND, A MAJOR U.S. BANK NEEDED TO QUICKLY RELEASE A HOME MORTGAGE APPLICATION IN ORDER TO STAY AHEAD OF THE COMPETITION. INTERTEC QUICKLY RAMPED-UP A TEAM OF DEVELOPMENT PROFESSIONALS TO PARTNER WITH THIS U.S. BANK TO BUILD THIS BUSINESS-CRITICAL APPLICATION.

THE CLIENT'S CHALLENGE

With a growing mortgage origination market in the U.S., our customer sought a partner to develop their business-critical, highly-available home mortgage origination application. In order to stay ahead of the competition, the company needed to quickly find and train real-time collaborative resources that operate in the same time zone as their U.S. development teams, while effectively distributing the available budget amongst software engineering, test engineering, and database administration.



OUR SOLUTION

Intertec conducted a needs analysis for the organization, developed job profiles, recruited, interviewed and on-boarded a team at Intertec's nearshore technology center in San Jose, Costa Rica specifically aligned with the client's needs, after which many of these newly on-boarded resources spent five weeks in the U.S. receiving technical and mortgage industry training. Once the selected resources had a full understanding of the client's market and requirements, they provided home mortgage origination software engineering services, while collaborating in real-time with the U.S. team under the same time zone.

In order to reduce onboarding costs to a minimum, Intertec quickly developed a knowledge transfer program, in which new team members were trained locally without requiring travel to the U.S.



VALUE OBTAINED

By leveraging Intertec's nearshore resources, the client was able to dramatically reduce their expected costs and greatly surpass their initial milestones. Additionally, Intertec's U.S. aligned time zone (CST/MST) and real-time collaboration has led to increased end customer satisfaction, as well as providing the client with a mortgage origination application that can quickly adapt to industry changes and government regulations. Finally, Intertec's service solutions have also reduced the time to "first task" from two months to one week, further helping to reduce operating expenses.



DIGITAL TRANSFORMATION SOLUTIONS FOR GAMBLING COMPANY

ONE OF THE TOP CASINO PROVIDERS IN USA AND MEXICO NEEDED TO PROVIDE A MORE IMMERSIVE AND FRESH GAMBLING EXPERIENCE TO THEIR PLAYER BASE INSIDE THEIR CASINOS. INTERTEC DEVELOPED A COMPLETE USER PROFILE AND TOURNAMENT EXPERIENCE FOR THE CLIENT'S OVER 50 DIFFERENT APPLICATIONS AND SERVICES.

THE CLIENT'S CHALLENGE

In a very competitive casino market, the top industry leader needed to provide innovative ways to merge the classic slot machine games with the top notch technologies to provide the gamblers with a new and fresh gambling experience. Research and development was essential to create a unique player profile that was to be shared across multiple platforms and devices, including social networks and web platforms. Alongside these new player profile features, the platform also needed to include sign in and tournament features as part of the new strategy to provide a more immersive gambling experience to the players while inside the casino.

This challenge was made even greater by the fact that the client's current application's architecture was extremely complex and involved more than 50 applications and services.



OUR SOLUTION

Based on high level requirements provided by the customer, an experienced team at Intertec's nearshore technology center in San Jose, Costa Rica analyzed, researched, and provided proof of concept development for each requirement. During this phase, every concept was regularly validated with the customer to ensure it met the expectations and business objectives.

Once the proof of concept was created, highly experienced Microsoft .NET developers started defining quality assurance and development processes that would fit the customer's tools and processes, and thus ensure a smooth development process. Intertec proceeded to create a robust and reliable architecture using multiple applications and services to provide extensive support to multiple lines of businesses and stake holder requirements. The new systems were created using the latest frameworks to ensure optimum performance and seamless features implementation.



VALUE OBTAINED

Thanks to the application's overwhelming success, our client was able to position themselves as a top leader in innovation and research in the casino industry. The constant optimization of the development processes also allowed them to constantly deliver improved products and features, which ultimately reduced the costs associated with delivery times by more than 30%.



DEVELOPMENT OF SHOP FLOOR CONTROL SYSTEM

ONE OF THE WORLD'S LEADING INDUSTRIAL DISTRIBUTORS NEEDED A SHOP FLOOR CONTROL SYSTEM THAT WOULD ALLOW ITS CUSTOMERS TO TRACK ORDER STATUS AND SUPPLY CHAIN PROCESSES IN REAL TIME.

INTERTEC DELIVERED AN EFFECTIVE AND SCALABLE SOLUTION THAT WAS ALIGNED SEAMLESSLY WITH THE COMPANY'S CURRENT MARKET GROWTH STRATEGY.

THE CLIENT'S CHALLENGE

As one of the world's largest industrial distributors of electronic parts, enterprise computing and storage products, and embedded subsystems, one of the company's growth strategies was to increase its market share by building a high-functionality shop floor control system that would offer customers online access to order status, as well as improve supply chain processes. The needs included building a 9-module system to support first article manufacturing and tracking, along with an interface that spanned three global enterprise systems in order to provide customers with a web portal that was able to track each order's status.

OUR SOLUTION



A highly experienced team from Intertec's nearshore technology center in San Jose, Costa Rica was hand-picked to assemble, design, and implement a world-class shop floor control system to improve supply chain processes and provide customers with online order tracking capabilities.

During the creation of this system, Intertec had to carefully leverage internal team coordination with other factors, such as delivering timely reports to the client's Project Manager, cooperating with the client's Subject Matter Experts, and keeping a tight control over work schedules and delivery dates.

Intertec was also in charge of system development, which included Java development, functional specification, system testing, and go-live production support. Our team also provided test engineering and quality assurance, including system development validation, documentation audits, and end-to-end system testing using tools such as Java, rational software engineering, WAS, and Spring Framework.

VALUE OBTAINED



Once implemented, the new web portal allowed for efficient and seamless real time order tracking, which translated into increased efficiency in overall processes and significant cost savings across all levels of the organization. The system achieved such outstanding results that it is currently being used to manage first article manufacturing and tracking across all of the company's global enterprise systems, including Asia, Europe, North America, and South America.



ESTABLISHING A REMOTE MONITORING SOLUTION FOR A CENTRAL AMERICAN BANK

A MAJOR BANK IN CENTRAL AMERICA URGENTLY REQUIRED A SYSTEM THAT REGULARLY PERFORMED MONITORING AND MAINTENANCE ACTIVITIES FOR THEIR CORPORATE DEVELOPMENT ENVIRONMENT AND SYSTEMS.

USING A UNIQUE DELIVERY MODEL CREATED ACCORDING TO THE CLIENT'S SPECIFIC REQUIREMENTS, INTERTEC DEVELOPED AN ALL-IN-ONE SOLUTION THAT ALLOWED FOR INCREASED PERFORMANCE AND ACCURATE REPORTING.

THE CLIENT'S CHALLENGE

A major Central American bank required processes, procedures, and a support team to perform monitoring and maintenance activities for their corporate development environment and systems. It required an all-in-one solution that provided the following services: support for recurring services to monitor and support the bank's existing systems, on-demand services to support new demands and development requests, an active IT support team, weekly status reports of servers, resources, SLAs, and ticket resolutions, and a monthly list of recommended changes for the bank's development environment.

OUR SOLUTION



To guarantee an alignment with the client's goals, Intertec designed a service delivery model to analyze the bank's current systems and processes and introduced necessary changes to optimize their performance. As part of this model, a remote support team was established at Intertec's nearshore technology center in San Jose, Costa Rica to monitor the bank's current systems and environment in an effort to establish a corporate development environment that met the bank's strategic objectives.

Once the delivery model was created, Intertec proceeded to create the final solution: first, a remote support team at Intertec's nearshore technology center was tasked with monitoring the bank's systems and environment. Next, an analysis of the bank's systems was made and performance optimization recommendations were developed. Afterwards, policy manuals and operating instructions were built to guarantee the process was implemented effectively. Finally, optimization processes were executed to upgrade server performance, including stabilization processes, server analysis, and patch applications.



VALUE OBTAINED

Once implemented, the service delivery model has allowed our client to constantly improve their current systems and processes, therefore increasing operational performance and efficiency. Additionally, the bank's system is now fully documented with the required user instructions, and the servers and environment have been optimized with the necessary patches.



DOCUMENT MANAGEMENT SYSTEM CREATION FOR MAJOR US BANK

A MAJOR COMMERCIAL BANK WAS EXPERIENCING CREDIBILITY AND CLIENT LOSS DUE TO HUMAN ERRORS IN ITS DOCUMENT CLASSIFICATION SYSTEM. INTERTEC IMPLEMENTED AN IBM FILENET SOLUTION TO IMPROVE PERFORMANCE.

THE CLIENT'S CHALLENGE

One of the largest commercial U.S. banks was experiencing inaccuracies due to human errors in document classification. These mistakes were causing the organization to lose efficiency and credibility with its customers, creating a need for a fast solution that could control, prioritize and classify all the required documents that were coming from multiple channels. The end goal was to not only support the backend lending systems, but also minimize mistakes caused by human error and increase value.



OUR SOLUTION

Intertec implemented a document management system using the IBM FileNet platform for document storage and retrieval, while also complementing it with a workflow process to control the document review and validation process. We developed an ingestion system built for the multiple channels used to feed the document repository, along with a customized graphical user interface for internal validation. The final product was an application that provides an easy and intuitive way to search for pending and completed tasks, as well as include an assembly document tool to create multiple documents from a single file. The solution also included a mechanism to fully audit any user activities performed within the platform.



VALUE OBTAINED

Once the systems were implemented, the organization's documentation processes experienced a dramatic increase in flexibility and agility, which led to an increase of credit applications being received and reviewed per month, and a notable decrease in the response time from the bank's employees to the customers. Thanks to the automation of B2B communication processes, there was an immense reduction in process errors caused by the reduction of human interaction between systems. Due to the immediate benefits obtained by the implementation of the system, the organization proceeded to expand the system's reach across the whole enterprise.



HELP DESK CREATION AND IMPLEMENTATION USING MICROSOFT SHAREPOINT

A LARGE U.S. BASED INSURANCE COMPANY WAS LOSING CUSTOMERS AND CONSUMING THEIR INTERNAL IT TEAM'S RESOURCES DUE TO AN OBSOLETE END USER TROUBLESHOOTING PLATFORM. INTERTEC CREATED A NEW, EFFICIENT AND EASY TO USE HELP DESK MODEL, WHICH ALLOWED THE COMPANY TO REGAIN CONSUMER CREDIBILITY AND MAKE BETTER USE OF ITS INTERNAL IT ASSETS.

THE CLIENT'S CHALLENGE

A large U.S. insurance company was in need of increasing the agility of its internal troubleshooting platform, which was becoming obsolete and causing the company to lose its competitive advantage. The company decided to customize and implement an effective SharePoint platform in a corporate environment. The main goal was to take full advantage of its powerful and versatile features and provide high-quality, real-time site administration and support to their end users, while keeping maintenance costs as low as possible.

OUR SOLUTION



Intertec immediately assigned a team of highly experienced technical resources to provide the required SharePoint administration and support services through a help desk model. The application's end users were given the option of using several communication channels to contact the help desk for assistance regarding any incidents and/or requests. Our team managed to successfully administrate quotas, permissions and site security, as well as provide basic troubleshooting and problem resolution. They also improved channels through which they could interact with the end users, and provided timely and effective answers to any inquiries that were made.

VALUE OBTAINED



The implemented solution not only increased the organization's efficiency, but also allowed the company's senior staff to concentrate on other crucial strategic business needs and higher-value processes. Additionally, by implementing an effective support and administration solution for our client's SharePoint sites in close collaboration with their in-house IT staff, the organization gained the tools and knowledge it needed to further continue optimizing and increasing efficiency.



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