

## Case Study: ConsulTrak

### Tools and Technology

#### Technology:

- Java 5
- Struts
- Servlets and JSPs
- Hibernate

#### Database:

- Oracle XE

#### OS:

- Windows XP professional and latest service pack

#### Web server:

- Tomcat 5.5

#### Hardware requirements:

- RAM: 1GB
- HD: 80 GB
- Processor: P4

### Client Background

The client is a renowned multi-service consulting company, focusing on cost-effective, rapidly deployable IT solutions. With operations on an increasingly global scale and constantly evolving – client's portfolio includes IT Consulting Services, insurance and property management services.

### Business Need

As a leading consulting firm, the client was facing difficulty in staffing at global level, as resources were managed manually, and also there was a problem in reconciling the financial and operational data in terms of both, effort and time. Report generation was not centralized and the analytical reporting capability was also missing. The client was facing technical challenges in generating adhoc reports using other open source tools. Also, there was no mechanism for exporting the reports to other formats and no standard method for report distribution. Project Heads were unable to access up-to-date time and business metrics as and when required. Hence the client was looking out for a vendor with right experience and domain knowledge to meet their expectations.

### The Solution

Bourntec, with high-end technology expertise and domain knowledge, was selected to be the client's technology partner. Bourntec has developed powerful, customizable Professional Services Automation solution – "ConsulTrak", with reporting capabilities and bi-directional integration with front and back office applications, providing accuracy of data and visibility into project progress and critical project metrics. ConsulTrak 100% web-native, on-demand

model enables access anytime, anywhere – with instant, real-time visibility into resource, project, expense, and time data.

Bourntec used Java as a platform to transform the client's valuable data into shared information for insightful and timely decisions with low cost of ownership. Using Java, J2EE, Bourntec also proposed to develop role based access for the application helped the client's business executives to make better decisions faster and with ease.

## Client Benefit

- ✓ With this new resource management functionality, Client has seen an increase of up to 25% in Resource utilization.
- ✓ Use of ConsulTrak dashboard gave user groups visibility into performance and KPI, thus enabling them to take action quickly to resolve business process issues and reduce costs.
- ✓ Using ConsulTrak to track all project related activities, including budget tracking, scheduling and forecasting, Client has seen a 75% improvement in forecast accuracy in just one quarter adopting the new process
- ✓ The solution improved the report distribution mechanism