



Integration Technologies Limited: Customer Support Project

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BICT (Applied) Industry Project

PROJECT OBJECTIVE

This project, undertaken by Ian Cousins, was to meet the following objectives:

- To analyse the existing processes and strategies for resolving customer enquiries and satisfaction.
- To provide and implement an IT customer support solution.
- To improve customer satisfaction in the resolution of service enquiries, through to a larger customer base.

PROJECT SCOPE IS

- To analyse existing processes of fault resolution
- To produce an analysis report detailing software requirements
- To choose the best software proposal for implementation
- To develop a request for proposal for the supply of a software solution
- To implement the selected software solution

PROJECT SCOPE IS NOT

- To add additional functionality to the system beyond that described in the analysis report
- To provide ongoing support, training or documentation beyond that supplied with the software
- To populate the implemented software with historical data

ANALYSIS

Integration Technologies Limited, ITL, provides software to petrol stations that integrates forecourt control into their business application. ITL provides support to the software that controls dispensers, tank gauges and price signs world-wide. The Enabler software requires pump server, drivers, card firmware and applications.

The current in-house issue tracking system called "SPOT" was originally a version tracking program of Enabler, but has now been modified to track faults or issues. SPOT has not kept pace with the user support

requirements of both ITL and their world-wide customers.

Company processes are currently carried out in an isolated network.

Company strategy is to utilise appropriate information technology to improve customer access to the information pertinent to them, without the intervention of ITL developers.

The strategy also encourages the adoption of IT processes to provide reliable reporting information for decision making and charging for non warrantable issues.

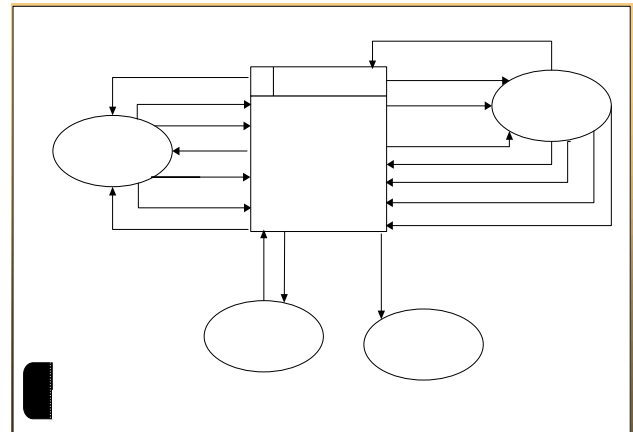


Figure 1. ITL Context Diagram

RECOMMENDATIONS

Of the business system options considered, the most cost effective solution is the purchase of best fit software without the additional cost of employing a support assistant. Option 5 of 6 options in the list of Potential Business Systems Options provides a solution encompassing their internal requirements and also covering the customer needs.

Also, the option of purchasing "close fit software with the source code" is viable.

The recommendation is for ITL to pursue the better of the two options listed below:

- Purchase Close Fit Software with source code
- Purchase best fit IT solution and license

Respondents to the request for proposal were ranked and evaluated by Ian Cousins. The recommended solution was still under consideration by the Project Sponsor at project end.