

Case Study Logistic, Application “Action-Tracking”

References.
Or with the compliments of our clients.

Initial situation

The head of a sales department is keen to analyze and coordinate the project activities of his sales team as a management control tool. The project activities are currently distributed in the form of "simple" Excel lists, with one file produced per project. At regular intervals the files are returned to the sales head containing details of client visits and status information. He then collates and evaluates them. As the number of documents grows, so does the complexity of the task. More than once files have been accidentally overwritten.

Mandate

CSF is tasked with developing a solution which will streamline the process but still keep it as simple as before for the users. The application additionally has to be compatible with the existing IT environment. And it all has to be delivered on a fixed project budget.

Solution

To provide the necessary functionality, a solution with a database server is envisaged. Consultations with the head of IT reveal that an elderly but perfectly functional Microsoft SQL server is already in operation. This SQL server is then used as a central hub for the exchange of data, and an Excel-type application is developed for the structured capture of the data.

Initial prototype and definitive application

After the initial, straightforward application had been developed to everyone's satisfaction, the client decided that some add-ons might be useful. The desired options were easily retrofitted, and the application was rolled out. At the end of the day, the client's only question was: "How on earth did we get by before without this application?"