East End Cooperative Ministry

Executive Summary

Community Partner
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Background

East End Cooperative Ministry (EECM) aims to create a community of opportunity and support in Pittsburgh for those who cannot get the proper or necessary support in their daily lives. Sew Forward is a career development program within the East End Cooperative Ministry that provides technical education, access to professional machines, jobs, entrepreneurship training and more, for exploring careers in the employment-diverse fields of sewing, tailoring and fashion design.

Project Description

Project Opportunity

The main goal identified by the Sew Forward program is to increase the profitability and efficiency of the program. Currently, their main source of income is from donations, foundations, and from the government. The Sew Forward program wants to move from relying on these donations and increase the profitability and efficiency of the organization to become a self-sufficient and financially independent venture. They want to do this while sticking to the mission of providing education, skills, and stability for their employees.

Project Vision

The goal of our project is to create a system that tracks and monitors the business system and the production cycle of Sew Forward contracted sewing projects using the Salesforce Lightning platform. This tool will provide access and insight to their project workflow, track finances, and automate tracking and monitoring tasks of Sew Forward. We additionally wanted to create a standardized database to allow Hannah to keep a consistent record of Sew Forward projects, clients, suppliers, and materials. The value of this system to the Sew Forward initiative is increased organizational efficiency, which in turn will allow for greater profitability and the ability for the organization to expand.

Project Outcomes

We delivered a product that caters to our client's mental model of the current method of managerial operations within Sew Forward. The system that we developed on Salesforce ensures that our Community Partner can easily keep track of all production flows, task

managements, and intra-team communications without using separate applications. The platform allows the Sew Forward program manager to monitor daily production tasks, keep track of all production data, and construct reports on the program's monthly performance with minimal effort or data manipulation. By standardizing the production workflow and Sew Forward's financial system, we ensure that in the future, Sew Forward will be able to have a standardized procedure when it comes to managing each production stage and reporting their business and financial performance.

Project Deliverables

Included in our deliverables are screenshots and videos of the Salesforce platform since the platform is only accessible by the clients. We have also created documentation videos and .pdf files for two different stakeholders: managers of the Sew Forward program and future developers. The documentation for the managers describes at a high level the different features of the platform and includes videos on how to complete certain tasks needed. The documentation for future developers includes the design of the software and database, as well as a high-level guide to the different tools we have configured on the Salesforce application.

Recommendations

For our Community Partner, we recommend that all records and communications with the program are done through platform, unless extreme cases persist. If such issue persists, either an external Salesforce team should be contacted to support the effort of making such records or modify the problematic record to accommodate for the standardized system in Salesforce.

For any future IS team helping Sew Forward's efforts on the Salesforce platform, first look at the database structure. Then, it would be helpful to the Sew Forward program if the team can develop a platform that generate leads through EECM's own website, which is currently not prominent. If the team have never experienced or worked with Salesforce before, make sure to read through the "Salesforce Developer Trail Map" folder before starting to add to the system to both save some time for research and understanding the database better.

Student Consulting Team

Cathy Dong served as the quality assurance and software developer. She is a fourth-year student majoring in Information Systems with an additional major in Human-Computer Interaction and minors in Business Administration and Engineering Studies. She will be joining Accenture full-time as a Consulting Analyst.

Maggie Williams served as the client relationship manager and software developer. She is a third-year student majoring in Information Systems with minors in Human-Computer Interaction and Media Design. She will be Interning at Amazon in San Francisco this summer where she will be working as a software developer.

Zoe Teoh served as the project manager and software developer. She is a third-year student majoring in Information Systems with a minor in Human-Computer Interaction and Software Engineering. She will be interning at Cisco Meraki this summer as a software developer.