CASE STUDY

Canada's Largest Communications and Media Company Saves Time and Resources with a Custom Developed Software Application from Three Wise Men Inc.

Success Model Profile:

A diversified Canadian communications and media services provider.

Technology:

✓ Delivered as a VMware Virtual Appliance running Linux

✓ Web Application using Ruby On Rails, Lighttpd and Mongrel

Three Wise Men

Software Development and Consulting

www.threewisemen.ca

1077 Boundary Rd., Unit 211
Oshawa, ON L1J 8P8

Durham Voice/Fax:
905-436-2319
GTA:
416-848-0709

THE CHALLENGE:

The upgrade of one of Canada's largest cable and Internet service providers' high-speed infrastructure was being delayed by older equipment in subscribers homes. The company decided to provide free upgrades to expedite the pending infrastructure changes but also needed a solution that would minimize the impact to staffing and other resources at the call center, customer operations, warehousing and shipping areas within the organization.

GOALS / OBJECTIVE:

This Three Wise Men client wanted to create a user-friendly "self service" web based solution that would integrate with the company's legacy systems to empower the customer to drive the request for the new equipment automatically.

THE THREE WISE MEN SOLUTION:

Three Wise Men developed an interactive browser-based solution that allows the service providers' subscribers to use the company's web site to initiate the process to have the new modem shipped directly to them from their warehouse facility.

This cost-effective software application leverages a number of open-source components and took approximately three weeks to develop. The application was delivered to the client as a plug-and-play "virtual appliance", so it was operational in minutes. Except for Three Wise Men's commercially available components, all software developed is wholly owned by the client.

RESULTS:

Because of the rapid response time required to implement this solution and the commitment of the company's internal I.T. resources to other projects this client wisely chose to outsource the project to a familiar software development supplier. The merging of the right technology and the right development team no doubt contributed to the cost savings and reduced time to market. The "self serve" web based approach reduced the time and human resources normally required to execute on this type of customer service initiative.