

INTETICS HELPS A GIS SOLUTIONS PROVIDER IMPROVE PERFORMANCE AND QUALITY OF PRODUCTION CENTERS



Objective

To enable the offshore teams of a multibillion corporation improve performance and inspire innovation.



Challenge

The global mapping corporation wanted continuous improvement in every area of its offshore operations and reporting, but it lacked the right tools to achieve visible change in its offshore centers. The company had a number of highly distributed teams that demanded a large coordinated management structure and required a significant amount of reporting, which hindered performance and productivity. They wanted a partner who was not only competent in GIS technologies, but who could also demonstrate visible performance improvement and innovation. Their ideal partner would be able to accurately estimate time needed for GIS tasks, complete and report them, and enhance the performance of their offshore teams in the process.



Solution

The GIS solutions provider chose Intetics, which has many years of experience in continuous process improvement. Intetics made sure that the structure of the client's project teams included efficient communication practices, precise data conversion and data processing methods, easy database management, and encouraged employee participation and innovation, all the while improving the client's technologies with latest GIS techniques. To better manage reporting, Intetics developed Excel templates, tools and macros that allowed to automate and semi-automate all of its Excel reports. Intetics created a number of custom tools to maximize the efficiency of data processing activities, and set-up its own geoserver to minimize errors and conflicts in databases. At the same time, Intetics maximized overall team performance with customized team management software, a new concern resolution strategy that decreased response time in problematic situations, and developed a web-based knowledge sharing system that encouraged employee participation and spread best practices and innovation ideas.



Results

Due to working with Intetics, the Client's offshore teams enhanced internal communication and project reporting, while continuously delivering quality GIS products. Despite the large number of people in the Client's production center (over 80 persons), Intetics was able to eliminate 90% of database server conflicts, and decrease problem response time by 50%. Intetics also developed a number of its own tools to better automate reporting and the overall performance of the team. These tools encouraged team member communication, participation and innovation. Many of these tools have since been implemented even inside the Client's company.

“Intetics not only delivered on their commitment to improve the performance of our production centers, but their innovative ideas helped us make our own internal communication process better.”