



**Trusted Professionals. Proven Results.**

## Application Development

Creating customized reports for client customers

### Client

A multinational company providing a broad range of solutions to manage human resources and employee effectiveness needs. It has more than 100,000 clients worldwide that rely on it to help them better manage their businesses.

### Challenge

One service that the client provides to its customers is custom reporting. At the time the client engaged MDI Group, there was a backlog of over 400 customer-requested reports of varying degrees of complexity.

The client did not have the resource bandwidth to both reduce the backlog of reports as well as respond to its current customer requests. Included in the transition of these operations were major technical capacity upgrades, both in hardware and software. Additionally, the project teams were located across four regions of the U.S. A variety of functional areas must work together to make the transition a success. This created issues with dispersed executive consensus.

### Solution

MDI Group responded to the client's needs by creating a team of six Crystal Reports/SQL developers and one

#### Client

Multinational company providing human resources management solutions

#### Scope

Analyze, design, develop and implement mission-critical reporting capabilities and eliminate a backlog of over 400 customer-requested reports

#### Consulting Staff

Team of six Crystal Reports/SQL developers and one developer/project manager

developer/project manager. This team worked closely with the client's management to perform the following services:

- Analyze the backlog of reporting requirements
- Develop the SQL stored procedures required to generate the reports
- Design, develop and test the requested reports
- Ensure the reports meet user and customer requirements

Additionally, the developer/project manager ensured MDI Group made continual progress toward eliminating the backlog.

### Results

The success of this reporting team was dependant on its ability to fully understand business requirements and translate those requirements into appropriate information outputs. The MDI Group consultants were successful because they understood how to build the right solution.

The client gained several benefits from MDI Group's solution, including:

- Reduction of the customer reports backlog by approximately 75 percent
- High-quality report creation (less than 10 percent rework rates)
- Improved ability to serve customer needs by increasing reporting availability
- Enabled employees to focus on current business requirements while MDI Group addressed the backlog issue
- Increased ability to adjust to variations in workload by dynamically scaling the services provided to its customers

The success and quality of this team's work was demonstrated by the client's request to continue to utilize MDI Group for reporting services.

[www.mdigroup.com](http://www.mdigroup.com)  
**1-888-416-7949**