



Prominent Private Investment Equity Firm Dallas, TX

Background

A very well known individual in Dallas and his partners own over \$40 billion in assets throughout the world. The portfolio companies consist of radio stations, manufacturing, distribution, consulting services and technology companies in Europe, South America, the Pacific Rim and the United States. The company consisted of Partners, Principles and Associates working on deals worldwide with little or no standardization to communicate effectively.

Situation

The company needed to gain a competitive advantage as well as reduce the overall costs of traveling expenses utilizing technology. They requested a technology plan as a roadmap to improve global network communications and global video conferencing among the four largest locations and an Intranet Portal as a vehicle for Knowledge Management and efficient collaboration.

Solution

We immediately met with Partners, Principles and Associates to lay the ground work for the strategic plan. Step one of plan, was to build a stronger technical team focused on customer service and quality while standardizing all hardware on Dell and Microsoft. Rebuilt local networks and upgraded wide area network between all locations. Selected and implemented a state of the art video conferencing solution by 3Com and designed a user friendly Intranet Portal to capture company information, employee benefits, knowledge management and links to Microsoft products for projects and collaboration.

Results

By standardizing on Dell we were able to reduce the number of service calls from 150 to 25 within 3 months. Response time was reduced to 5 minutes or less utilizing Blackberry/RIM technology. The strategic plan was completed and approved in three months. The local and wide area networks were upgraded to unprecedented speeds while video conferencing provided an avenue to reduce travel expenses. The company was never able to visualize the benefits of implementing the Portal.