



# Brilliant Technologies Inc

CASE STUDY – OC201



## Solution Overview

Products and Services  
Strategic Planning  
Project Management  
Risk Assessment  
Industry  
Software Development  
Organization Size  
Small (10+)  
Country  
Canada

## Our Services

### Security Assessments

An in-depth study of your premises and network to locate security vulnerabilities and risks.

### Compliance Audits

An internal audit can help you determine where you are with compliance.

### Risk Management

Minimize the impact of change and upgrades on your organization by conducting a risk management assessment.

### Strategic Planning

Where will your company be a year from now? Two? Five? Let us help you plan for success!

### Project Management

We can help you plan, organize and manage your resources to bring your projects to a successful completion.



## BUSINESS PROFILE

A small software development company which had written a successful industry specific application. They had a fairly large clientele which included government contracts, along with hundreds of individual corporations. The industry they had tailored the application for was entering a period of rapid growth and expansion, which in turn had invoked stricter government regulations. This particular company was well positioned to take advantage of the growth.

## BUSINESS NEEDS

The company's management realized that in order to sustain their growth, they required a more experienced team to look at their software, sales and operations. An initial look at the software revealed that while it was well thought-out and well written, it was on an older platform which was rapidly reaching end-of life. Additionally, since the sales and management team had not engaged in any strategic planning or risk management – they were potentially facing financial hardship in the future. The company had also over-extended itself by attempting to provide unlimited support for their application, but without any processes in place to minimize help requests.

---

*“That is without a doubt the most impressive strategic plan I have ever seen – and I have seen quite a few”* **A Company Shareholder**

---

## SOLUTION

After performing an in-depth analysis of the organizations software and operations, a strategic plan was developed in collaboration with the management and shareholders. It was determined that while a complete platform upgrade would not be cost effective, other upgrades would bring the application up to current standards that would provide the company with several years to plan and embark on a rewrite. We rapidly performed the updates and improvements, and rolled them out to existing clients.

We also helped the customer to improve their helpdesk portal by adding a self-service area and knowledge base.

## BENEFITS

Modernizing their application made it more user friendly, more secure, and enabled it to more easily integrate with partner applications.

Improved helpdesk operations led to greater customer satisfaction, and an overall more responsive team.

Having a realistic strategic plan in place helped the sales force to be more focused and effective.