

Startup Software Company Migration Factory

Situation

- Our client, a software company specializing in donor management, needed help executing a new rollout strategy (developed by Pariveda Solutions) for the release of their new flagship software product
- Product development was being performed by a 3rd party and it was a year behind schedule
- While having deep experience in the non-profit donor management industry, the client team was small and had limited experience in executing rollout and migration strategies
- Our client needed to quickly launch the rollout as soon as the product was ready in order to meet customer demand

Solution

- We supplied a team of four to work directly with the client team, two project managers and two developers, to execute the Software Factory strategy
- Our team finalized the details of the process and launched the effort with the client team
- We provided account/project management, business analyst, training, and data migration and conversion expertise
- While executing the process, we trained the client team in the importance of each phase of the process and trained them in the use of the process
- Once the process was well established, we assisted the client in finding permanent resources and then trained the new resources to back-fill our positions

Benefits

- Twenty new clients were up and running on the new software product in six months
- The client is now self-sufficient and has a well established process for migrating customers to its new product