

CASE STUDY

Dispatching Solutions, Inc.

Dispatching Solutions reduced its average software deployment time by more than 50% by using Central Desktop to manage its customer software deployments.



www.dispatchingsolutions.com

Customer Profile

Name:
Dispatching Solutions, Inc.

Industry:
Logistics and GPS Software

Headquarters:
Ontario, CA

Company Size:
24 Employees

URL:
www.dispatchingsolutions.com

The Company

Dispatching Solutions Inc., (DSI) provides back office logistics and scheduling software with a fully integrated global positioning system solution. The company's solution targets the equipment rental and construction industries and the companies that service them including field service and support. DSI's solutions are deployed nationwide and its customers include 22 Caterpillar dealerships throughout the United States.

The Challenge

DSI struggled to manage its resources efficiently as overlapping customer software deployments became a reality. Each deployment required frequent communication between DSI and the customer; most of which was handled via email and telephone. As the number of deployments increased, the ability to track simultaneous projects, manage schedules and allocate resources became more difficult often resulting in deployment delays, change fees and penalties.

DSI needed a single solution to consolidate software documentation, manage project deadlines and provide group communication tools to collaborate externally with clients and to improve internal communication.

The IT department recommended Microsoft SharePoint as a potential solution, but the IT team did not have resources to successfully configure, train and deploy a server-side installation.

The Solution

Central Desktop empowered DSI to manage all of its concurrent deployments via collaborative workspaces. Each time DSI makes a sale, the deployment template is cloned and new milestone dates and task assignments are entered. DSI uses the "Current Deployment Scorecard" to keep key project managers and stakeholders up to date on project progress against targets. As a result of Central Desktop, DSI's average customer software deployment time cycle was reduced from 96 days to an average of 42 days (more than 50% improvement).

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Benefits Summary

Benefits for Dispatching Solutions, Inc.

- Reduced Software Deployment Time
- Reduced Resource Drain
(double the business no increase in staff)
- Improved Professional Image
- Met Deployment Targets
(Project Reporting)
- Secure Environment

Benefits for DSI Customers

- Instant Snapshot of Project Status
(Vendor Transparency)
- Deployment Delays are Instantly Identified
- No Project Spam
(Reduced redundant CC:'s on emails by 75%)
- Faster Deployment; Satisfied Customer

“Central Desktop has saved our company \$25,000 over the past six months. Within days, collaboration on software deployments and internal company projects became efficient and manageable. ‘Tech scared’ folks began creating workspaces that had meaningful and organized content. Our IT department even gave us their blessing.”

Doug Mitchell
Dispatching Solutions, Inc.

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