

Case Study

Management Information System For Family Housing

US Navy and US Marine Corps

solution areas

Enterprise Data Management Solutions

- » Client/Server Application Development
- » System Architecture and Database Design
- » System Development and Integration
- » Database Administration and Management
- » Data Conversion

Business Process and Knowledge Management

- » Training and Help Desk Services
- » Business Process Enhancement
- » Business Methods and Best Practices Identification
- » Activity and Data Modeling
- » Transaction Flow Analysis
- » Logic Process Modeling

technology

- » Interactive Voice Response (IVR)
- » Oracle
- » Oracle Forms 4.5

Challenge

Keeping track of military housing is complex. The military needed to know which homes were empty, which ones were occupied and by whom. This information is critical since funding is dependent upon efficient turnover and occupancy. The challenge was to develop an efficient enterprise solution for military housing management. The DOS applications could not be used as an enterprise-wide solution. The legacy applications were manual, filled with integrity problems and did not include real time reporting. Using data from the legacy system, the new solution had to include detailed personal information such as marital status, number of children, number of pets and inclusion on waiting lists. Housing data had to include particulars such as number of rooms, layout and square footage. The solution needed to integrate with MAXIMO, a software product used for facilities management.

Solution

Visual Concepts created an enterprise solution that allowed accurate, real time reporting for future housing funds and preserved data integrity. Military personnel could now login and review their position on wait lists and using Interactive Voice Response (IVR) technology, call-in to check their status any time from anywhere in the world. The new solution eliminated the need for duplicate data entry and eventually, became the system designated as the standard for family housing management by the US Marine Corps.

Results

- » Eliminated all integrity database issues
- » Utilization reporting time increased by 50%
- » Reporting accuracy increased by 15%

"Visual Concepts came in, did what was required by their contract, in a timely manner, without any problems."

- US Marine Corps



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