



# Software Development

## Small Software Development Projects Can Give You Big Results

- Do you have ideas for ways to improve your operations,
  - *But* it would take new software,
  - *And* you don't want to spend much money?
- Does your in-house IT staff focus on core business application support,
  - *But* you have an idea that needs non-core applications developed,
  - *And* you have a limited budget?

## ec link's Software Development Team Gives You the Power

- Our consultants (average 25+ years business/IT experience) help you define your objectives to generate maximum benefits from minimum investment.
- You review development as it progresses to assure that the final program meets your needs.
- We deliver results *fast*, so you can start seeing benefits right away.
- We continue to work with you to help you evolve the program as your needs change and grow.

## Here Are Some Applications We Have Provided For \$5,000 Or Less

- **Customer Service Scheduling** Multiple dispatchers can coordinate, search, create, and view schedules for multiple technicians at the same time. Each appointment is linked to a work order with detailed information. Work orders and dispatch lists can be printed on demand. Managers and workers can see schedules over the Web from anywhere.
- **Call Reporting** Field reps enter call report information using Web application that eliminates paper forms and mail delays. Managers access Web reports.
- **Websites** such as [www.rivervalleycu.org](http://www.rivervalleycu.org) and [www.churchofthekingmcallen.org](http://www.churchofthekingmcallen.org) include a tool that allows non-technical staff to keep them up-to-date.
- **Boards of Directors** no longer get massive sets of printed documents before each meeting. Now they can access the documents over the web. Plus they can have on-line discussions and votes. All of which makes board meetings faster and more effective.
- **Project websites** help coordinate major projects involving in-house staff and external vendors by providing secure access to shared documents and other information.
- **Intranets** provide a central place where employees can get up-to-date company information and forms.
- **Order tracking** allows multi-location manufacturers to monitor orders divided among multiple manufacturing locations via a web tool that tracks order status.
- **Proof-of-concept** website allowed management to see the value of a visual selection tool for service parts ordering, where selection could be made by drilling down on increasingly detailed drawings to identify exact part needed.
- **UPS Integration** transfers customer information from shipping software to UPS and transfers freight costs and tracking numbers from UPS to shipping software.

## Here Are Some More Complex Solutions We Have Provided To Clients

- **eCatalog** website enables customers to access product catalog and order on-line. See example at [www.shopdsi.com](http://www.shopdsi.com).
- **eReportCard** program lets teachers update student records for report cards over the web. Administration prints report cards.
- **eStatements** improves member satisfaction and saves money on printing and mailing by giving credit union members secure web access to their monthly account statements.
- **Extranet** gives each customer their own customer-specific look and customer-specific data that can be easily managed and updated by non-technical staff.
- **Smart Forms** improve accuracy of data by providing real-time error-checking and eliminate delays of paper forms. Data is immediately accessible from on-line database and can also be integrated with existing applications and databases.
- **Customer Information System** Quickly locate and share client information among entire staff to better coordinate client support.