



Radio Systems Case Study

StaffTechs provides database consolidation and Web interface to engineering department

Contact

865.392.9010 *phone*
865.392.9011 *fax*
866.339.0578 *toll-free*
info@StaffTechs.com
StaffTechs.com

Company Background

StaffTechs is an award-winning business that provides staff augmentation and outsourcing, based in Knoxville, Tennessee. Established in 1997, the Company specializes in recruiting and human resources (HR) services, combined with contracts and other business in governmental and commercial sectors. In addition, the Company provides non-contingent, long-term and temporary staff placements, temp-to-hire and direct-hire positions for various levels of skilled field employees for the Information Technology (IT) and Information Systems (IS) industries.



Situation

Radio Systems Corporation (RSC), the maker of PetSafe brand products based in Knoxville, Tennessee, was experiencing rapid company growth. The company is the industry leader and prime innovator in the development of safe, reliable and technologically superior pet management solutions. Their product line includes electronic containment systems, bark control systems, pet doors and remote training equipment.

During this expansion, many different types of single-user desktop database systems were being created and utilized by the engineering department. These systems began to sprawl throughout the department, did not share common information, were not easily accessible by the engineers who needed the data and the suppliers were unable to access the data that they needed.

Solution

StaffTechs recommended and implemented that RSC convert multiple heterogeneous, single-user, stand-alone database systems into a single, multi-user, homogeneous SQL Server database system. Apply a common Web interface to the data utilizing Active Server Page (ASP) technology, Secure Socket Layer (SSL) encryption and security roles so that external suppliers can access the system worldwide.

Users can enter, search, edit and delete data through forms and grid pages as long as they have permission. Online documents can be viewed and ad hoc reports are generated and displayed in Adobe PDF format. Email workflow was added throughout the system and triggered upon submission of a select number of forms and grids.

Benefits

By centralizing and normalizing the engineering department's data, multiple users are able to add, update, edit and view non-redundant data through a common Web interface. The Information Technology (IT) department is no longer required to support multiple and remote systems. The system users are able to learn one common interface utilizing forms and grids through a familiar Web browser instead of multiple and dissimilar graphical user interfaces (GUIs).

The system has reduced company costs not only from the reduction in labor support requests to the IT department, but it has allowed the engineering department to be more productive and accurate in their design costing, allowing them to provide higher quality products at a more competitive market price.