



## Success Story: Developed Online Enterprise Workflow and Account System

### Summary:

TerpSys<sup>®</sup> first identified and worked through major process changes, and then designed and built the first release of a state-of-the-art online Account Management System.

### Client: Reading Is Fundamental (RIF)

Based in our nation's capital, RIF is America's largest children's literacy organization, annually distributing more than 16 million new books and literacy resources free of charge.

### Objectives:

- Review and evaluate existing contract management processes
- Revise business workflow models in cooperation with RIF staff
- Design and build RIF Account Management System (RAMS) to support newly-defined workflows for key literacy programs



### Challenge

For many years, RIF had maintained an increasingly overtaxed enterprise workflow and account system to manage data related to its nationwide network of volunteer children's literacy programs. RIF's leadership recognized that this legacy system was struggling to support the burgeoning quantity of data generated by its ever-growing family of more than 100 programs.

In addition to its severely limited ability to assimilate new data, the client's existing workflow management system lacked adequate capacity to support several important new business model requirements. RIF decided that in order to ensure the organization's uninterrupted growth and continued success, it was critical to implement a new system to accurately support its workflows using up-to-date technology.

### Solution

First, TerpSys worked with RIF to streamline its business model and processes before designing a new system. We encouraged RIF to move from a program model tied to the annual receipt of Federal funding to a more flexible services-based model. We also helped RIF to understand the benefits and safe use of electronic signatures, to facilitate an efficient, paperless contracting process.

After working closely with RIF to define system requirements, we designed and implemented a technology solution to bring the new contract management process to the web. Our iterative development approach used a series of small releases, each delivering a clearly defined set of capabilities. This allowed for rapid system development and testing, reduced the risk of deeply embedded problems, and enabled RIF to remain continuously engaged. Our incremental approach facilitated an organic transfer of understanding and conceptual ownership of the system from TerpSys to RIF's internal IT staff.

### Results

- Accelerated program application processing, review and approval
- Enabled easy end-user access to status updates via a transparent, web-based portal
- Created a flexible and scalable platform that allows the client's IT team to adapt existing functionality and add new modules
- A delighted customer:

*"Our new system increases the efficiency and quality of our services to the more than 20,000 RIF sites we serve around the country. By migrating to an online platform, we have much greater flexibility to add new features and... communicate with our RIF volunteers nationally."*

– Jeff Galginaitis,  
Chief Financial Officer,  
Reading Is Fundamental