

Sisters of Mercy of the Americas

*"TERPSYS has delighted us in their competence,
professionalism and responsiveness."*

– Councilor, Institute of the
Sisters of Mercy of the Americas Leadership Team

Success Story: Application Maintenance and Support

Summary:

TerpSys took over an incomplete project to enhance and support a web-enabled ASP.NET application, delivering the completed application on time, on budget, and with features and service that exceeded the client's expectations.

Client: Sisters of Mercy of the Americas

The Sisters of Mercy are an international religious community with over 7,000 members and associates. They work to alleviate poverty, sickness, and illiteracy by providing education, medical, housing, and pastoral and social services to those in need.

Objectives:

- Support the consolidation of 25 local communities into 6 regional communities
- Enhance the functionality of the existing application to better support the business process
- Develop new reports to make operations and management more streamlined and efficient
- Consolidate functionality from stand-alone applications into a single, convenient web-based environment

Challenge

The Sisters were consolidating 25 local communities into 6 regional communities. This massive organizational shift required drastic changes in the group's IT infrastructure. The data model that supported The Sisters' member database required modification to support the organization's vision of consolidation. The project, begun by another IT service provider, soon ran into difficulties, and The Sisters were looking for a partner they could count on to assist them through these uncertain times.

When TerpSys took over, it found that documentation for the web application and database was inadequate. The client's accelerated schedule of phased implementation deadlines added another level of complexity to the project, as consolidation of the IT infrastructure had to proceed in parallel with physical consolidation of The Sisters' 25 regional communities.

Solution

TerpSys met with The Sisters to understand their goals and ensure they were being met. As a result of our dialogue, we were able to add value by suggesting cost-effective alternative solutions more robust than those the client originally requested.

We radically revised system reporting features to meet the needs of our client's new, streamlined organizational structure. In addition, TerpSys integrated existing "stand-alone" functions into the multi-functional web application, and automated many time-consuming manual tasks.

These developments brought a dramatic increase in system speed, accuracy, and user friendliness. The Sisters were so pleased with our performance that they invited TerpSys to join their Information, Communications & Technology Task Force – a group that will help them leverage technology to perform their worthy mission more effectively in the information age.



Results

- Revamped ASP.NET application was delivered on time and on budget
- Enhanced and integrated system functionalities met or exceeded all client benchmarks
- Improved system accessibility, reliability, security and efficiency
- A delighted customer:

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– Sister Linda Werthman,
Councilor, Institute of the Sisters of
Mercy of the Americas Leadership
Team