

HBIF

Solution Overview

Company Size: 11

Industries

- Community-based services

Needs

- Customer relationship
- Regulatory compliance

Technologies

- Microsoft .Net Framework
- Microsoft SQL Server

Benefits

- Enhanced customer service
- Improved regulatory compliance
- Increased chances of funding

Hispanic Business Initiative Fund (HBIF)

Case Study

“They took the time to understand our initial needs and were available to make the necessary adjustments as our requirements changed. They were part of our team.”

— Yanina Rosario
Vice President - HBIF

The Hispanic Business Initiative Fund (HBIF) was created in Hillsborough County in 1991 to provide bilingual and bicultural technical assistance to budding Hispanic entrepreneurs and businesses. The economic development concept of HBIF has been so successful in the Tampa Bay Area that it is being expanded to other cities in Florida. Today, HBIF is considered the leading Hispanic business development organization in Florida and considered a model for other cities across the state and the country.

Products and services

Microsoft .Net Framework

The .NET Framework is Microsoft's comprehensive and consistent programming model for building applications that have visually stunning user experiences, seamless and secure communication, and the ability to model a range of business processes.

Microsoft SQL Server

Microsoft SQL Server is a comprehensive, integrated data management and analysis software that enables organizations to reliably manage mission-critical information and confidently run today's increasingly complex business applications. SQL Server allows companies to gain greater insight from their business information and achieve faster results for a competitive advantage.

Business Situation

The success of HBIF depends on public and private funding. Private funding comes from local, state, and federal agencies. As part of public funding, government agencies require constant and timely reporting. The reporting requirements change from time to time and the complexity varies from agency to agency. Additionally, budget decreases at all levels of government has made the competition for funding ever more challenging. In order to compete effectively, HBIF must provide compelling proof that their programs are working and producing results. HBIF was seeking to streamline the process by which they provided their services, better manage their client relationship, and find an intuitive and efficient way to address regulatory compliance.

Technical Situation

HBIF tracking of services and client data consisted of spreadsheets stored in each representative's machine and a third party contact management tool. This approach made collaboration among representatives in the organization cumbersome and tedious. Furthermore, this approach made it difficult to ensure business continuity when a representative became unavailable.

Producing reports required all representatives to gather and submit their information on a timely manner. Each of the locations in Tampa and Orlando had to report to the president of the organization, which meant each

of the vice presidents had to coordinate this effort individually.

Another factor which made the reporting process difficult was the fact that the collection of data by each representative and office inconsistent and many times irreconcilable.

Solution

An effort to find an out-of-the-box solution did not yield a suitable application that met the requirements or that was flexible or extensible enough. HBIF opted to custom build an application. The solution consisted of a centralized client management application. The application isolated the data for each office and allowed for new future offices to be configured to use the same application.

Even though data was isolated by each office, the president of the organization could login and obtain individual reports for each office or consolidated reports for all offices. The application provided HBIF with an intuitive reporting interface and the flexibility to incorporate new reporting requirements in the future.

For more information

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Benefits

Enhanced customer service

The ability to collaborate and share client information among representatives in each office allowed HBIF to follow thru with a client regardless of which representative initially handled the client. This translated into better customer service by assuring that business continuity would not be affected.

Improved regulatory compliance

The solution allowed HBIF to respond quicker to reporting requirements imposed by the different government agencies.

Increased chances of funding

HBIF now has the ability to use this data to impress upon funding sources the positive results the organization achieves with their clients.

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