MARCOLE
SOFTWARE CONSULTING

CLIENT
CASE STUDY

Client: Phytel, Inc IBM Watson
Location: Dallas, TX. Healthcare.
Project Type: Database Design, Web Development, Analytics,
Tech Stack - C#, MS, SQL, Asp.net, Javascript

AT A GLANCE

CHALLENGES

- Needed a web platform
- Analytics to to manage their population
- Additional staff
- Web Strategy

BENEFITS

- Built web framework
- Custom membership support
- Staff training
- Augmented staff

"For over 15 years, we've been developing custom technology for enterprises of all sizes.

Our mission is to provide companies with cutting-edge products that enable businesses to increase revenue, and work smarter.

FREDERICK FULCHER - CEO
Marcole Software Consulting

OBJECTIVES

To convert from a service-based organization to a product organization in order to service their clients more efficiently. Their goal was to create a suite of mobile and web solutions to their end clients that included the ability to self-mange user profile information, change passwords, and notification preferences.

SOLUTIONS

Our solution was two part.
One was to build a web framework for the intermal team that would drastically reduce the number of support call by allowing end users the ability to self mange their user profiles.

Part two was to create an api framework that would integrate their backend systems that would deliver data rich mobile friendly dashboards and reports. We also trained staff and provided staff augmentation to existing teams.

BENEFITS

Benefits One
Reduced customer support calls, increasing company efficiency and boosting morale.

Benefits Two
Increased advance technology for development staff through cutting edge web framework built by our team.

Benefits Three
End users have greater degree of access to data via mobile friendly dashboards and reports.

Benefits Four
Technology allowed the company to be attractive to larger firms and were later acquired by IBM.