



Challenge

Campbell Motel Properties prides itself in a business strategy that is responsive to public need, combined with strong management and sound sales and marketing plans. Many of their properties were still using paper reporting systems and fax transmission for financial and time-card information tracking and dissemination. To properly support their business strategy and future growth initiatives, CMP knew that they needed a solid technology foundation.

Solution

Wildcat Technology Solutions, through their Virtual IT services, provided a phased-in solution to automate the day-to-day business processes and reporting requirements for the various properties while securing the data. In the end, each location received new computers, printers, and a time clock. Users received customized training targeted to their specific business tasks. Because their industry operates 24/7 with several people using the same computer, CMP-specific hand-books were developed with step-by-step procedures for common functions and answers to anticipated questions. This minimized user frustration as they learned the newly automated business process. In conjunction with automating business processes, it was determined that file servers needed to be reconfigured and updated. Data security and integrity was evaluated and adjusted as needed. Firewalls were also reconfigured to enforce security. Mail and web hosting services were hosted off-site. In short, CMP's technology infrastructure was strengthened and secured. CMP also wanted to ensure users were able to receive technical support and answers to questions as needed. After weighing the options, CMP decided to retain Wildcat's services as their Virtual IT Department and Virtual CIO. Wildcat customized a help desk solution designed to their needs. Functioning as CIO, Wildcat negotiates all technology related contracts and provides Project Management services for all technology projects.

Benefit

Immediate productivity improvements were realized following the business process automation. Data accuracy was improved since it was now entered only once, but checked several times as it traveled through the automated process. More reporting options are available making business analysis a snap. With proper firewalls and security in place, it became viable to allow controlled remote access to the sales and field operations teams. They are now able to access and report information real-time from the field. Using Wildcat's Virtual IT/CIO services, CMP has realized savings in numerous areas including IT personnel, training, and maintenance. At the completion of the time clock implementation project, CMP reported a savings of over \$180,000 as a direct result of Wildcat's Project Management services!

