

UDP Relies on @task to Improve Project Efficiency, Help Desk Issue Resolution, and Business Processes



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– **Kevin R. Rohrssen**
 Director of Application Development, UDP

Success Snapshot

- UDP, a Texas company that has been helping telecommunications companies meet their diverse billing needs for more than four decades, was looking for a PPM solution to help them better manage projects
- The previous solution, a combination of MS Project, Word, and Excel, was determined to be insufficient for tracking both projects and help desk issues
- UDP was able to deploy the @task solution within two days, and quickly configure the solution to meet the growing needs of the organization

The Background

San Antonio-based UDP has been dedicated to the billing needs of the telecommunications world for more than 40 years. The ingenuity of its products—COMET® (end user billing), GALAXY® (access billing), and METEOR® (message processing)—allow UDP to offer comprehensive end-user billing, carrier access billing, and message processing services for numerous ILECs, CLECs, IXCs, cable companies, and internet service providers throughout the United States. Within their industry, UDP has earned a solid reputation for excellence, particularly with the order management and customer care solutions that support its major billing platforms.

UDP has a solid reputation for excellence in order management and customer care; @task helps increase efficiency and tracking

The Challenge

UDP was using a combination of Microsoft® Project, Excel, and Word to track projects and help desk requests. This was inefficient, and a search for a reliable, robust alternative solution was started. UDP hoped to accomplish a number of things, including:

1. Managing overall product development efforts
2. Tracking customer requests, managing daily tasks such as project billing, resource management, and process integration
3. Developing extensions to integrate applications and business processes
4. Efficiency, both with regard to time and resources, combining multiple files, applications, and tools into a single source and management process

The Solution/Results

UDP was able to deploy @task within two days, and quickly configured the solution to meet the growing needs of the organization—across several departments. With @task, UDP is better able to manage product development efforts, track customer and help desk requests, and develop a number of extensions to integrate applications and business processes.

“We evaluated a number of project management software tools, but ultimately it was @task’s platform-independence and self-hosting option that convinced us it was the right solution for our organization,” said Kevin Rohrssen, Director of Application Development for UDP. “The competing products we evaluated were locked into specific databases; the @task solution gave us the freedom and security to use our own platform. We are now managing all project management functions and help desk issues through @task.”