



Customized Report Design and Development

The client is the Department of Information Technology at a leading public Canadian research university with an undergraduate population of over 40,000 and 9,000 faculty and staff. The IT department provides IT-related strategy, applications, infrastructure, and support services to students, staff, and professors.

Industry	Location	Employees
Education	BC	>9000

Highlights

- Learned the help desk service in-depth before the start of the project.
- Provided on-demand report developers for the project.
- Created a cost effective solution that fit the IT department's budget.

The Need

The client had already implemented Service Desk Express (SDE) so their help desk could better support the university's staff, students, and professors. SDE reporting was crucial for staff planning.

The new system already had a built-in reporting module, but the client wanted to customize reports to support the IT department's operations.

The client wanted a vendor that had experience with ITIL, help desks, Crystal Reports, SQL, and report design.

Key Challenges

- A deep understanding of the help desk service was necessary.
- On-demand report developers were needed for the project.
- A cost effective solution was desired by the IT department.
- Data had to be secure and accessible.

How Optimus Helped

Optimus engaged a team of business analysts and report developers from our Vancouver and India offices. Report development and testing was done around the clock to ensure project completion on time. The hybrid delivery model we used helped to reduce costs.

Optimus selected team members that had experience in ITIL, Crystal Reports, SQL, and report design to meet the client's requirements. Our team members also had experience working in a university environment bringing significant value to the project.

Our Vancouver team worked closely with the client's IT managers to understand the project's objectives and ensure that all the requirements and scenarios were covered. Our development team in India accessed the data using VPN.

The Result

After the report development and testing was completed we demonstrated the report to the client before deploying the final report into their SDE.

About Optimus Information

Headquartered in Vancouver, Canada with delivery centers in Canada and India, we work as a trusted partner to medium and large businesses to solve their software and technology challenges. With a team of 150+ people Optimus Information provides global organizations with scalable, flexible and cost efficient solutions. **Optimus Information provides global reach with a local presence.**

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