

CLIENT EXAMPLE

Technical Resource Group (TRG) provides IT consulting services and products to its clients. TRG provides these services and products to the client when they need them. TRG is most effective when it has a strong relationship with the client so that TRG can be involved in the IT planning for the client. Here is an example of a TRG client where TRG and the client have a long term relationship:

Large School District in Southern California running D3 AIX using custom built application software

TRG started the relationship with this client in 1997 to assist with a migration from a Microdata computer system running the Reality database to an IBM system running the D3 (Pick) database. TRG also took over the maintenance and support of the D3 database at this time and has continued this until the present day and has a contract to continue for the next few years. TRG has been involved in many large projects for this school district including the entering of grades over the web, making applications accessible over the web, putting student online reports on the web and doing a project for the Food Services Department. Not all these projects were D3 (or Pick related). TRG has a great deal of expertise with D3 but also has technical staff with knowledge in SAP, Oracle, Java, and COBOL. TRG provides supplemental staffing to this school district when the in-house staff is not available. Since 1997, TRG has used 23 different employees and 8 outside consultants at this client.

TRG was one of the 1st organizations to be added by this school district to their official bench of consulting companies (“bench contract”) that can be used for short term projects. TRG is on this bench in the following areas:

- Software Project & Program Management
- Database and Application Server Administration
- Training
- Software Application Development and Programming (including Web & Portal Services)
- Data Entry and Digitizing Services
- Document Management
- Data Center Services
- SAP Support

Following is the timeline with TRG’s involvement with this client:

Year	Activity Description
1997	Provided Planning Services for Migration to New IBM D3 system
	Provided D3 Maintenance and Support Services
1998	Assisted with Migration to New IBM D3 system
	Continued Providing D3 Maintenance and Support Services
1999	Continued Providing D3 Maintenance and Support Services
2000	Continued Providing D3 Maintenance and Support Services
	Began Project of Web Grade Entering
2001	Continued Providing D3 Maintenance and Support Services
	Continued Project of Web Grade Entering and Managed Implementation
	Began Work on Open Court Project

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2002	Continued Providing D3 Maintenance and Support Services
	Made Web Grade Software Changes
	Continued Working on Open Court Project
	Began Work on MagicFC Project which is Web Enabling of Existing SIS SW
2003	Continued Providing D3 Maintenance and Support Services
	MagicFC Project Continues
	Did Design Analysis and Made Programming Changes for HR Department including Career Ladder
2004	Continued Providing D3 Maintenance and Support Services
	Continued HR Department Programming Changes
	Did Web Survey Project
	Began Work on Student Online Assessment Report (SOAR) Project
2005	Continued Providing D3 Maintenance and Support Services
	Continued Work on Student Online Assessment Report Project
	Supplemental Staff of Pick Programmer Provided for ESIS
	Supplemental Staff of Pick Programmer Provided for Legacy Applications
2006	Continued Providing D3 Maintenance and Support Services
	Continued Supplemental Staffing of Pick Programmers
	Supplemental Staff of COBOL Developers Provided
	Provided PL/SQL Resource to Assist in ISIS (SAP) & HR Integration (Pick)
	Provided Resources for ISIS Inetsoft Report Development & Testing
	Provided SAP Resource for BTS
	Started Student Normal Figure Calculation Project which used Java/Oracle
2007	Continued Providing D3 Maintenance and Support Services
	Continued Supplemental Staffing of Pick Programmers
	Continued Supplemental Staffing of COBOL Developers
	Continued Providing PL/SQL Resource to Assist in ISIS (SAP) & HR Integration (Pick)
	Continued Providing Resources for ISIS Inetsoft Report Development & Testing
	Continued Providing SAP Resource for BTS
	Finished Student Normal Figure Calculation Project
	Did Food Service Data Capture Project (non-Pick)
	Did Career Ladder Project of Putting Career Ladder on the Web (Magic to MagicFC)
	Provided Increased Fax Receipt Capability with Esker idocs
2008	Continue Providing D3 Maintenance and Support Services
	Continue Supplemental Staffing of Pick Programmers
	Continue Supplemental Staffing of COBOL Developers
	Did Additional Career Ladder Project of Revamping Website

As you can see from above, TRG has performed many activities for the client over a long period of time when the client needed it. And TRG is still providing services to this client, including the D3 maintenance and support which it has done successfully since 1997. TRG believes in providing effective resources and services on demand to its clients.