

## Value Delivered

Business process redesign based upon best practices.

Software project investment justification.

Specific technology recommendations to support ORR Protection Systems' objectives.

30% savings in software license costs.

Project management and post go-live support.

## Contact JOLT

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**2.15 million**  
Customer interactions  
improved (annually)

**4,300**  
Field technicians  
empowered

**125+**  
Client engagements  
completed

## Comprehensive Technology Life Cycle Leadership

### Business Challenges

Increasing Service Demands | Manual Processes | Investment Justification

As a national leading provider of fire protection systems and services, ORR Protection Systems wanted to increase its service revenues and create operational efficiencies. To support these initiatives, the company was investigating an investment in an enterprise class service management system.

ORR's challenges included:

- Home-grown IT systems that were not automated or integrated.
- Inefficient back office processes for work order approval and invoicing.
- Uncertainty of the return on investment associated with a software purchase.

### Success Strategies

Business Processes | RFP | Contract Negotiation | Project Management

ORR Protection Systems partnered with Jolt Consulting Group due to Jolt's deep service domain knowledge and industry independence to protect ORR's interests. Jolt Consulting Group drew upon its unparalleled service domain expertise to:

- Assess ORR Protection Systems' operations, business processes and IT infrastructure.
- Complete a business case and return on investment associated with the project.
- Lead a rigorous RFP including requirements definition, software vendor coordination and preparation of demonstration scripts and scoring mechanism.
- Provide negotiation assistance for software license and implementation contracts.
- Act as the overall project manager overseeing software implementation, a rebuild of an in-house service IT system, integrations, and post go-live support for issue resolution, training and prioritization of enhancements.

### Results

The Right Technology Choice | Enterprise-Wide Service Platform

Jolt Consulting Group delivered these results:

- Assisted ORR Protection Systems to select the right technology for its business requirements.
- Provided ORR Protection Systems with significant insight into the nuances and different functionality of the various software vendors.
- Negotiated a vendor software license and implementation statement of work, resulting in 30% software license savings.
- Implemented a fully integrated enterprise-wide service technology platform replacing manual processes with the goal of increasing efficiencies.