



TECHSYS Business Solutions Case Reference

Human Resources Management software provider improves customer experience, revenue with SQL Server 2008

“Over the last 18 months, we have increased our customer base by 40 percent, while customer service support calls related to data access and speed have virtually disappeared.”

*Fidel Baca, Chief Marketing Officer
Exponent Technologies, Inc.*

Customer: Exponent Technologies, Inc.

Web Site:

www.exponenttechnologies.com

Customer Size: 100 employees

Location: Dallas, TX

Industry: IT

Exponent^{HR}

Customer Profile:

Exponent Technologies, Inc. provides Human Resources Management software: ExponentHR. A software-plus-services offering hosted by Exponent, ExponentHR is a low-cost, flexible method through which client organizations are able to provide employees access to payroll and benefits information through a central repository in a secure, web-based environment. The self-service technology solution includes a workflow engine and robust reporting for client organizations. Although Exponent Technologies' history started in 1978, Exponent has offered software-plus-services through ExponentHR since 2003.

Software and Services:

- SQL Server 2008 Enterprise Edition

The Challenge

Since 2003, Exponent Technologies has provided a hosted Human Resources (HR) Management software-plus-services solution for its customers: ExponentHR. ExponentHR delivers value by enabling customer organizations to reduce costs, empower employees, and scale infrastructure. Through streamlined workflow and defined roles, organizations are able to provide and govern employee access to HR information—including payroll and benefits—through a central repository in a secure, web-based environment. Leveraging previous versions of SQL Server, ExponentHR served customers well, successfully providing a unique solution for an essential business function. However, the recent economic downturn in 2008 resulted in increased competition for low-cost, flexible solutions like those available through a software-plus-services model. Exponent's executive team looked for ways to significantly improve their offering to deliver higher value to customers; and if possible, to do so without increasing operational costs. In August 2008, Exponent contacted TECHSYS Business Solutions, an Information Technology Services firm, to assist with a business and technology solution.

The Solution

In December 2008, TECHSYS Business Solutions—a Microsoft Gold Certified partner—implemented Microsoft SQL Server 2008 Enterprise as ExponentHR's supporting back-end, fully replacing Microsoft SQL Server 2000, and partially replacing Microsoft SQL Server 2005. SQL Server has always been the logical database choice for ExponentHR, based on its features and Total Cost of Ownership. Exponent's IT team has always been happy with the way SQL Server Management Studio manages ExponentHR's many stored procedures. Additional feature improvements in SQL Server 2008 made the Microsoft choice an even more compelling solution.

Currently, TECHSYS is working with Exponent to enhance ExponentHR's reporting capabilities and workflow processing using Microsoft SharePoint 2007. Implementation of the solution is currently in progress.

The Benefits

For More Information Call:

(866) 650-2446



TECHSYS Business Solutions
www.tbsnet.com
(972) 668-2090 x117
stidwell@tbsnet.com
6801 Gaylord Parkway, Suite 301
Frisco, TX 75034

About TECHSYS Business Solutions:

TECHSYS Business Solutions, a Microsoft Gold Certified Partner, is an Information Technology Services firm providing strategic business and technology solutions to clients ranging from well-known corporations, to startup companies focused on business growth and market share. TECHSYS serves multiple industries, focusing in Healthcare, Insurance, Credit & Finance, Transportation, State & Local Government, and Retail. Founded in 1989, TECHSYS is located in Frisco, TX.

TECHSYS Business Solutions

www.tbsnet.com
(972) 668-2090 x117
stidwell@tbsnet.com
6801 Gaylord Parkway, Suite 301
Frisco, TX 75034



The ExponentHR quality and service improvements made possible by SQL Server 2008 have no doubt contributed to increased customer satisfaction and revenue. According to Fidel Baca, Chief Marketing Officer: "Over the last 18 months, we have increased our customer base by 40 percent, while customer service support calls related to data access and speed have virtually disappeared."

Customers can access data faster, even when large numbers of users are accessing data from the site—due to query processor improvements. In addition, customers have even greater assurance that their Personally Identifiable Information (PII) is safe. SQL Server 2008 Enterprise Edition protects PII more rigorously due to better data security from enhanced data encryption.

Internally, operational efficiencies have enabled Exponent employees to accomplish more work in less time, creating more opportunity for strategic product improvement. Exponent has been particularly pleased with several aspects of SQL Server 2008. According to Misha Vyazmensky, Chief Information Officer: "Enhancements to data and backup compression features in SQL Server 2008 have allowed us to perform our daily backups of all data in minutes instead of hours. Also, with increased memory utilization and improved system management capabilities, we can scale our systems to manage the expansion of our data capabilities more efficiently in our virtual infrastructure."

Exponent's development team is thrilled with SQL Server 2008's auto-complete and syntax checking features available in SQL Server Management Studio. They now spend 20 percent less time writing and debugging code. This is time the team can spend developing new features that deliver added value to clients and improve Exponent Technologies' bottom line.

“Enhancements to data and backup compression features in SQL Server 2008 have allowed us to perform our daily backups of all data in minutes instead of hours.”

*Misha Vyazmensky, Chief Information Officer
Exponent Technologies, Inc.*