# Customer Case Studies

## Customer #1

## Project Group International – Project Management System

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### a) Who Is Project Group International?

Project Group International is a global consultancy providing project management and development consultancy services at national and international projects and carries on its businesses in various countries including Italy, Britain, USA, Moldova and Turkey.

The company has business experience in four different continents, and works in diverse industries including employment, education, justice, communication, public relations and healthcare sectors.

It is a leading company that holds professional certificates in the field of project management and is listed among the top 10 European Contractors in the world since 2015.

### b) What Were the Requirements of Project Group International?

Project Group International required:

- managing the data of all processes pertaining to projects and the experts employed in the projects,
- managing the multidimensional relationships between consortia established with companies, and
- managing workflow and approval processes and documents.

### c) What Were the Solutions Provided by PrimeApps?

Using PrimeApps, over 40 modules were designed very rapidly by drag-and-drop method for all required entities, and multi-pronged relationships between these modules were established.

Among the examples of such relationships between these modules, one may refer to accessing the information on experts and all partner companies working in a project when a project record is

opened, viewing the projects and roles an expert has worked in when an expert record is opened, and viewing the projects and consortia in which the Project Group International formed partnerships with a particular company when the company record is opened. This modular approach can also be described as a 360° view.

Within the framework of workflows, under the "Project Scope" system created, the goals of a project and actions to be taken to achieve these goals were defined. Target values were specified for these goals and actions, and a scoring system was designed accordingly.

As actions are taken and the data on the number of target values achieved are entered, the system automatically calculates the percentage of achievement in terms of each goal and provides their realization ratios. By this means, a risk calculation system based on the starting and ending dates of the project was created.

Within the framework of event flows, in turn, approval flows such as expenditures made within the scope of projects and their invoices, time schedules, purchase requests, approvals of leaves taken, etc. were implemented.

Monthly project reports, which took weeks before using PrimeApps, can be obtained within seconds with a single click owing to PrimeApps' template document generation feature.

Moreover, all résumés in the project pool, which was created to identify the experts to be assigned to projects, can be searched according to different criteria using PrimeApps' full-text search feature; thus experts can be assigned to projects by retrieving the relevant experts' records directly.

With the help of PrimeApps' reporting and business intelligence tools as well as its dynamic report generation feature, various reports such as the number and budgets of projects by project status, the situation of projects by their risks, number of experts, tasks assigned within the framework of projects, etc. can be created easily.

Additionally, various data about projects can be filtered according to location, time, status, etc., and analyzed dynamically according to different parameters via the business intelligence dashboards.

Only a few of the solutions provided by PrimeApps are summarized above. With the help of diverse and strong features of PrimeApps, Project Group International's Project Management System has become a much more efficient system that generates results more rapidly.

# Liva Pastacılık – Custom Cake Ordering System

### a) Who is Liva Pastacılık?

Liva Pastacılık is a cake bakery based in Ankara, which achieved to create its own brand. Serving through its 5+ branches across the city , Liva aims to achieve 100% customer satisfaction with its high-quality products.

### b) What Were the Requirements of Liva Pastacılık?

Liva Pastacılık needed an application which would allow them to manage and keep track of custom cake orders they receive via their website. The company needed to manage various properties such as the quantity of ingredients required for custom cakes, costs, order statuses, etc., and to monitor all stages of cake manufacturing.

### c) What Were the Solutions PrimeApps Provided to Liva Pastacılık?

With the Liva Smart system developed on PrimeApps for Liva Pastacılık, the manufacturing stages of custom cake orders have become completely transparent and traceable. Each custom cake order is recorded in the system in all details.

Production managers distribute tasks to cake designers and manufacturers for each order received. The manufacturing process is carried out according to this distribution of tasks. Design, preparation and delivery stages, which follow the manufacturing process, can all be monitored at any moment by the customer who gave the order and by the managers.

By ensuring the observability of each stage of manufacturing, cake manufacturers are allowed to plan their delivery dates for each order, which in turn increase both production efficiency and customer satisfaction as orders are delivered on time.

Customers who are registered to the system receive current campaign and advertisement notifications. Hence, customers may give their orders based on Liva Pastacılık's campaigns and advertisements.

Furthermore, feedbacks are received from customers through satisfaction surveys sent after order deliveries. This allows the company to assess the comments and make changes related with orders when necessary.

Owing to the features provided by Liva Smart, Liva Pastacılık is able to manage its orders rapidly and efficiently.

## Customer #3

# Etiya – Human Resources Management System

## a) Who Is Etiya?

Etiya, the largest independent software company in Turkey, provides products and solutions that comply with international infrastructure standards in the fields of Customer Relationship Management, Catalog and Algorithm-based Operation and Business Support Systems, and Customer and Social Media Data Analytics. The company has more than 600 employees and offices in Amsterdam, Silicon Valley, Istanbul, Ukraine, Singapore and Dubai.

Developing products with its entirely domestic capital, Etiya has received numerous awards from independent organizations in Turkey and the world. The company aims to provide its services with a forward-looking vision by investing in state-of-the-art technologies. [3]

## b) What Were Etiya's Requirements?

Managing its Human Resources processes was an extremely sophisticated issue for Etiya, which has more than 600 employees. Moreover, it was necessary to increase the efficiency and to facilitate the management of its human resources processes. Hence, the Human Resources Management System developed with PrimeApps sought to provide a professional human resources management tool.

## c) How Did Etiya Met Its Requirement with PrimeApps?

With the 360° Personnel monitoring system, all personal information of personnel including details such as the department or the wage of the employee, can be retrieved from a single point. This enabled the maximization of communication within the company.

Using Human Resources Management System, Etiya can create new work and approval flows to plan intracompany processes and manage all leaves of absence for its employees easily. This allows Etiya to view its employees' leave of absence requests instantaneously, and to keep track of and report approval processes.

Owing to authorization and role assignment processes, managers and employees can reach reports, outlooks and requests, for which they have permission to view, with a single click.

Using the advanced and practical reporting system, the company can create various reports such as project costs, monitoring of employees' work hours, working performance, etc., and perform measurements of these metrics.

By means of the template preparation guide, résumés or leave of absence request forms can be printed out easily in Microsoft Word or PDF formats, or e-mail delivery procedures can be carried out rapidly by preparing e-mail templates.

Moreover, Etiya may perform its job application and candidate assessments via the system, and find its workmates easily. The company may also look for candidates for its open positions by retrieving past information.

Human Resources Management based on professional teams and tools, which is a necessity for corporate firms which have a large number of employees like Etiya, can be easily achieved with PrimeApps applications, which in turn increases efficiency by automatizing the processes. Furthermore, manual operations and storage are not required as all information is stored within the system. Human Resources process can thus be executed much more rapidly and conveniently.