

Alliance Enterprises saves time and money with AppDev's KSource™

THE BUSINESS CHALLENGE

Change comes so quickly in the world of technology that it's difficult to keep up, or even, sometimes, to get on board. Alliance Enterprises develops, implements and maintains web-based case management systems. With a mission to provide cutting-edge technology that assists clients in streamlining their business practices ... and to have fun while doing it, Alliance was facing the challenge of staying on the cutting edge with its own systems in order to provide the same for its clients ... without driving all the fun out of the day for its developers.

The company had used off-site training and printed manuals, but the classes take employees out of the office for too much time and not everyone is adept at self-training with manuals, explained Chief Technology Officer Rick Gifford. "We wanted to try to get something in here that we could do in between our projects," he said. "And because we understand that we all have different learning styles, the training needed to be flexible and variable to meet the needs of all our developers."

In addition, the company's 10 developers had been working with ASP.NET since it came out, but knowing that ASP.NET 2.0 was soon to be released, Alliance wanted to have a training tool in place to simplify the transition and ensure the developers understood and could work with all the available features.

THE SOLUTION

AppDev's powerful learning and reference tool, KSource™, answers all Alliance's needs, providing:

- simple installation on a single server
- access at the users' desktop
- a library of award-winning, up-to-date training and reference material
- simultaneous usability
- automatic training upgrades
- flexibility to add programs as the company's needs change
- engaging instruction and step-by-step walkthroughs by industry experts
- extra resources including hands-on lab exercises, sample code, printable courseware and pre/post exams.

Alliance Enterprises' CTO found KSource™ through an online search and review of technical message boards. "I don't have a lot of time to do research," Rick said, "so I decided to see what other companies were

doing and who they liked." AppDev and its KSource™ program had strong ratings on the boards and AppDev had a well-polished, informative website, so Rick decided to give them a call.

And since that first call, Alliance has found AppDev to have been the ideal choice. "The company sent a technician out, and he actually installed the server in the rack and helped us to configure it," Rick said.

"I like KSource™ and the ability to manage it centrally," he added. "It's simple to administer, and I can get reports on each developer's progress and scores." In addition, KSource™ works behind the company's firewall, is not a hindrance to the IT infrastructure, and does not interfere with the existing network.

Alliance uses KSource™ as a group training tool, generally spending 35-45 minutes working individually with the AppDev training program, then going over the module as a group. Rick has also been happy with the instructors, explaining, "The thing that makes AppDev instructors excellent is that you can tell they've been there and done it. Their instruction is relevant, thoughtful and related to the real world!" Rick also likes the fact that the AppDev programs go into a great deal more depth on each subject than do some other training programs. "They cover every subject completely."

Alliance also likes AppDev's responsiveness. "They listen," Rick said. "I've never, ever had any issue getting a return call." Although Alliance had only been on the program for a short while and was still working with the ASP.NET course, when Rick saw that ASP.NET 2.0 had been released, he called his AppDev representative. "It will be ready by March," he was told. "We'll get you the upgrade right away!" And it's not just Alliance's managers who like the program. Alliance has a very open, non-hierarchical structure in which all employees are encouraged to voice their thoughts, ideas and opinions on any matter. "This speaks very highly of AppDev," Rick said, explaining, "Our users like the system. If they didn't—we would certainly have heard about it!"

But, hands down, the greatest benefit to Alliance has been the time savings generated by KSource™. In an industry where the adage *Time is Money* has particular impact, the time and money saved by KSource™'s simple installation, network access, and ability to train at the desk—in between projects, has benefited the individual user and Alliance's bottom line.