

Case Study



The Appearance Group

The Appearance Group is based in Wichita, Kansas; with locations in California, New York, Texas, Florida, Michigan, and ten other states. The Appearance Group is a nationwide leader of maintenance and detailing services for corporate aircraft, providing customers with comprehensive interior and exterior detailing, leather restoring and maintenance, and cabinetry repair services. The Appearance Group prides themselves on their ability to deliver solutions that fit a customer's every need while working within strict schedules. They have been providing comprehensive detailing services on every type and size of corporate aircraft since 1990, servicing more than 250 aircraft every week.

Desired Business Outcome

- Prior to ACTS, the Appearance Group staff was utilizing a ColdFusion website to support their respective operations. Their ColdFusion website was outdated, costly, and in house legacy maintained. The process was inefficient and making it difficult to communicate and manage quotes through their network of agents.

ACTS was challenged with the task of fabricating a new website to replace The Appearance Group's current website by using the Enterprise Content Management features of Microsoft SharePoint Foundation. The infrastructure The Appearance Group already had in place was adequate to employ the programs and processes ACTS created, thus alleviating The Appearance Group of their outdated document management system



Appearance Group Custom Work

"The solution ACTS has engaged in will improve the efficiency and the quality of data that is communicated throughout The Appearance Group network."

Gary Smith

Director of Quality Control & Field Support, The Appearance Group

Solution

ACTS leveraged the SharePoint Foundation platform to build The Appearance Group's new solution. Microsoft SharePoint provides a stable document management framework with collaboration, search, sites, and security features already built-in. ACTS also developed a customized quoting system that allows for editing and approval hierarchy on all quote activity. The quoting system incorporates a standard template that allows for the customization of each quote. These customized quotes are then introduced into the document assembly application that ACTS developed using the capabilities of Microsoft SharePoint. This allows field agents to rapidly generate customized quotes in a PDF format, expediting many of The Appearance Group's current processes, and allowing them to more effectively and efficiently respond to quotes and accurately manage new customers. Additionally, a video and web based tracking and training process was also incorporated with an added interactive employee quiz feature that enforces how much employees have learned after completion of the training ensuring that The Appearance Group's commitment to quality and customer satisfaction is maintained.

Benefits

Document Management

Microsoft SharePoint enables The Appearance Group to increase their operational efficiency by utilizing the newly implemented document management and document sharing capabilities of Microsoft SharePoint. This will enhance The Appearance Group's productivity and expand their capabilities in collaboration and content management.

Document Assembly

This program provides operational assembly of documents to rapidly develop and process quotes for new and existing customers, ensuring The Appearance Group's commitment to customer satisfaction.

Efficient Training

User based video and web training systems, guarantees a consistent method and message to all employees who complete the user based video training system. This allows The Appearance Group to maintain company-wide standards in the knowledge and skill sets of their employees.

Security

Microsoft SharePoint provides a secure way to share and maintain documents, meeting all compliance and regulatory specifications. Microsoft SharePoint ensures access levels for documents and sites, and provides a secure path to migrate data from ColdFusion to Microsoft SharePoint. The robust security features of Microsoft SharePoint will ensure all of The Appearance Group's data is secure and sustainable regardless of where the field agents are working.



Industry:

Aerospace

Products, Software and Services:

Microsoft SharePoint Foundation

Country/Region:

United States

Deliverables:

Training and Quiz Module
Quote Generating System
Document Management