

# Timely, Expert Software Support

## Bravo Underground

Las Vegas, Nevada

Bravo Underground is an Underground Utility Construction Company.

### Project Description

Bravo Underground had problems. Process issues, reports that didn't work, and custom interfaces were negatively affecting Bravo's ability to manage operations and make decisions.

Bravo was referred to OnPoint as a Professional Services Company that could help them and was routed to an OnPoint consultant who was driving back from a client's location. OnPoint's consultant took the call, pulled off the highway and took the time to understand the severity of the problems and what could be done immediately resulting in positive impact at Bravo.

### The Solution

So that solutions could be timely provided OnPoint's consultant stopped half-way home, booked a hotel for the night, and cancelled non-critical appointments the following day. Remotely accessing Bravo's system OnPoint modified the critical Crystal Reports that did not work and analyzed the custom program so that an OnPoint developer could adjust it the following day. By noon the following day specific changes were made as promised providing Bravo what they needed immediately.

More importantly, project tasks were prioritized in a project plan, assigned, and tracked so that progress could be tracked along a timeline.

### The Result

Bravo was able to bill customers and make payroll due to the initial, quick efforts by OnPoint. A project that measured impact and allowed for tracking progress along a timeline, controlled task management and cost of remaining efforts needed to get Bravo's Sage 300 system optimized.

### How This Can Apply to Your Company

Partner with a Professional Services Company with a deep pool of resources that can help you quickly solve problems so that your company can efficiently operate and grow