CLIENT >>>

Red Coats Inc. is a Green Seal GS-42 certified, janitorial contractor servicing the Mid-Atlantic Region and the state of Florida. The company specializes in providing commercial office cleaning services to myriad customers and is known as being an excellent strategic partner for both owner-occupied and leased office space.

Learn more at **www.redcoats.com**

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>
> Ryan Hoagland
> Director of Information Technology

QUICK FACTS >>>

Client Focus
Janitorial services

Business Location
Bethesda, Maryland

Shamrock Services + Solutions
Perceptive Content upgrade, custom iScripting, tune-up

Project Focus
Accounts payable

SUCCESS STORY >>>

Finding a Partner for ImageNow Professional Services

Red Coats uses process and content management solutions from Perceptive Software to manage documents efficiently throughout their life cycle. Ryan Hoagland, director of information technology, recognized that the company would benefit from additional functionality by upgrading from ImageNow 5.4 to the latest version of Perceptive Content.

He turned to Kansas City-based IT professional services provider Shamrock Solutions and its CEO Robert Albright to get the job done.

"Initially, we came to Shamrock Solutions after hearing about all the great work Rob and his team has been doing for years," Hoagland said. "We gave them a try and have been feeling lucky we found them ever since."

One of the requirements Red Coats had for its upgrade project was a rapid turnaround so that users could get up and running with the new content management features without delay. Hoagland reveals that Shamrock exceeded his high expectations.

"The team at Shamrock Solutions turns around projects faster than we can test them internally," Hoagland said.

Open Communication, Well-Organized Project Management

Any software upgrade is only as successful as the project management and information sharing between the customer and vendor. Shamrock uses a proven methodology to identify user requirements, time lines and goals, and is committed to maintaining open, responsive communication throughout the process — from discovery to testing to deployment.

This is another reason that Hoagland recommends Shamrock.

"The communication with Shamrock has been outstanding," Hoagland said. "They're always quick to reply and make sure we get the answers we need right away."

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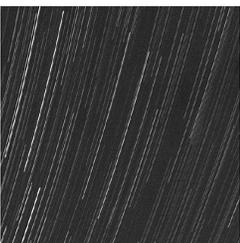
SUCCESS STORY continued >>>

As part of upgrading Red Coats from ImageNow 5.4 to the latest version of Perceptive Content, Shamrock provided customized development services to update the company's accounts payable check scripts, as well as a system tune-up to ensure optimal performance of the Perceptive solution.

The scripting project included validating that data flowed smoothly between Perceptive Content and the financials module of Red Coats' ERP suite, so that users don't have to manually enter data once documents are updated.

"When it came time to upgrade from our old ImageNow 5.4 version, we turned to Shamrock Solutions for professional services," Hoagland said. "This upgrade included updating our complicated AP check scripts successfully. The upgrade went smoothly, users were happy, and we saved a lot of money."

As Red Coats moves forward with its ECM project, Hoagland anticipates continuing his productive working relationship with Shamrock's team.

"We've been working with Shamrock Solutions for all of our ImageNow professional services needs for several years now and couldn't be happier," Hoagland said. "Shamrock has a wealth of knowledge with Perceptive solutions and we will definitely ask them for help again with our next upgrade."

PAIN POINTS >>>

> Need to update ImageNow 5.4 to the latest version of Perceptive Content to take advantage of new functionality

> Some vendors don't communicate well during software updates

> Need a partner that understands Perceptive Software solutions

> AP check scripts were out of date

RESULTS >>>

> Fast upgrade got users up and running sooner than expected

> Transparent, fast communication helped expedite the project

> Years of experience enabled Shamrock's staff to meet the client's precise needs

> Successfully transitioned AP check scripts to the latest version

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