

# CRM Tool Development

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## Software Project

## Case Study

### The Challenge

A local consulting firm needed to develop an appointment management system for international trade programs. The challenge was to establish a database comprised of clients, projects, internal and external consultants and then develop an architecture to provide interactivity at multiple levels of access. This project was one year old when Paalam, Inc. received the award.

### The Solution

A solution that :

- Verified existing databases and logic
- Developed Client Architecture
- Constructed the Interactive Links to support all of the possible connections
- Deployed the final design for use

### The Result

The Client received an initial phase within two weeks. With the interaction amongst the client, Paalam Project Management Office and the Product Execution Team, the total project was completed and in prove-in phase within one month.

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