



Seagull Software

www.seagullsoftware.com



At A Glance:

- **Company:** Provider of mainframe web services, mainframe SOA, and legacy integration.
- **Industry:** Software
- **Location:** Atlanta, GA (U.S. Headquarters) and Dordrecht, The Netherlands (European Headquarters)
- **Challenges:**
 - International software company manually tracked time against projects.
 - As a result, their entire services business was run manually.
 - The U.S. and European teams used different management methods which hampered visibility.
- **Results with OpenAir:**
 - Savings. Company VP estimates significant savings due to SaaS platform.
 - Visibility. Consultants have direct access to project health.
 - Flexibility. After recent buy out, company is doing more work with less staff.
 - Support. First class customer support ensures success.

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*— Keith McInish, VP of Professional Services
Seagull Software*

Results

Less than a year into their deployment, Seagull software is already reaping the benefits of their OpenAir solution. “Our consultants love the increased visibility they now have. No longer do they have to ask for the hours remaining on a contract or the status of a project. All the information is readily available to them no matter where they are in the world,” said Keith McInish, VP of Professional Services, Seagull Software.

With this ease of access, consultants can manage their own business and projects first hand. Perhaps the greatest value of OpenAir was discovered during a recent buy out. “Seagull was recently acquired by Rocket Software and we underwent some restructuring. Due to its flexibility and automation, we are doing a lot more with less staff. Restructuring can cause havoc on an organization but OpenAir enabled us to make the transition as smooth as possible.”

Furthermore, OpenAir’s hosted, software-as-a-service platform keeps operating costs at a minimum. “Rather than bringing in a consultant and reformatting our system every time an upgrade is needed, we are able to make functionality requests and if they are implemented, receive them at no extra cost,” said McInish.

Also, OpenAir is so configurable that a company is not limited by a rigid custom code and is able to tailor the system in real-time. “Everyday we experience little reminders of why we chose OpenAir. Whether contacting the support line or implementing a new functionality, the commitment that OpenAir makes to its clients is made clear.”

The Challenges

Prior to using OpenAir, Seagull software manually tracked time against projects. As a result, all processes around their services business were manual.

“When your basic time reporting is done by hand, everything from processing time against orders, invoicing, and forecasting becomes a manual task as well. This tedious and time consuming system could not scale with our growing business and it became clear that change was needed,” said Keith McInish.

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Furthermore, without a single system in place, the heads of the U.S. and EMEA professional services teams utilized different methods to manage their consultants. With two different systems, visibility was nonexistent.

“If I was ever away from the office, I had to be called anytime there was an issue regarding our consultants. Since I used my own system in the U.S. and my counterpart in Europe did the same, there was no continuity in our business processes,” said McInish.

With this in mind, Seagull software looked to implement a PSA solution that would automate as much of their business as possible. With increased automation, they would obtain greater visibility and increased efficiency which would enable Seagull consultants to dedicate less time on bookkeeping tasks and more time on customers.

The Solution

“I attended the OpenAir summit with the goal of speaking with my peers in order to separate the marketing from the reality,” said McInish. This ability to speak directly to a wide base of current users was instrumental in the decision process.

“At the 2006 summit I talked with multiple OpenAir clients who formerly leveraged the other solutions I was considering or were in the process of migrating to OpenAir. They were all very open and vocal in regard to the many limitations that these other solutions had,” said McInish. “Many of the limitations they ran into while using other systems turned out to be ‘deal breakers’ for us at Seagull.”

It quickly became clear that OpenAir was the right choice in terms of functionality as well as style of business. “OpenAir displayed a great deal of trust and investment in their clients by inviting me to their summit. It offered me the opportunity to receive no-frills, honest feedback on OpenAir as well as other solutions,” said McInish.

Although the U.S. team was sold on OpenAir, adoption would require a similar validation from the European team. “My counterpart for the EMEA team came across an automated solution that one of our clients was a reseller for. This relationship carried with it a significant monetary incentive,” said McInish.

Seagull decided to do a three month test of each product and make their decision based on first hand experience. After three months the decision to go with OpenAir was unanimous. The ultimate factor that tipped the scales in favor of OpenAir was their support team.

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Now that Seagull has signed on with OpenAir, they have a dedicated client manager that provides advanced support and system process consulting free of charge. With this level of commitment during the sales process OpenAir demonstrated the investment they make in every client.

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