



ACKCO : Success Story



Custom Application Development, Preventative Maintenance and a Hosted Environment

Client Profile

ACKCO, Inc. is an Indian owned small business firm established in 1972. ACKCO's approach to project implementation is predicated on the following philosophy: "To acquire, utilize, and teach the best of available technology, yet root our judgment and recommendations on the value system and experienced realities of the Native American way of life."

ACKCO's staff is well qualified in providing training and providing technical assistance in all areas of development. With extensive experience in organizational management, program planning, implementation, monitoring and evaluation, and research, their goal is to promote and ensure successful programs

Key Business Challenge

ACKCO did not possess the necessary application development expertise needed in order to provide elaborate, leading-edge, custom applications to their clients. Previously, ACKCO's relationships with application development firms had not been strong and therefore finding a partner to collaborate with on a consistent basis was a primary objective.

Key Technical Challenge

ACKCO needed to provide their clients with custom interface applications by integrating an application development firm into the project deliverables. This firm needed to exude confidence, dedication and proven customer satisfaction so ACKCO could rely on the firm to meet their client's expectations. ACKCO also needed a maintenance solution that provided them with a reliable network for their internal network and customer facing applications.

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Solution

BVA collaborated with ACKCO to provide the Corporation of National and Community Service (CNCS) with an online presence that allowed grantees, trainers, and staff with an efficient flow of information. By providing a secure online solution that allows for a consolidated data source, secured access to development projects and reporting through the system and monitoring capabilities, ACKCO could manage the CNCS's environment efficiently.

BVA determined the success of each project by surveying users to discover their level of satisfaction with the technology. The feedback from the surveys allowed BVA to adjust the application to improve the usability and functionality. The outcome of this project was an application that exceeded both ACKCO's and CNCS's expectations.

Though BVA's primary deliverable at ACKCO was the custom application development, ACKCO is also engaged in a Small Business Service Agreement. This agreement includes hosting all customer facing applications. BVA's persistence towards perfection prevents problems from occurring within ACKCO's and their client's network and applications. Maintenance is the key for businesses, such as ACKCO, who require their computer network to be reliable for their staff members and their clients. As a result of this maintenance and hosted environment, ACKCO can perform the deliverables that they are experts in, while BVA performs the computer networking deliverables.

Conclusion

After providing applications that went beyond ACKCO's and their client's expectations, ACKCO and BVA teamed up to create a legal partnership. This partnership goes beyond a business relationship and provides solid value-based deliverables to client's throughout the United States. ACKCO is now able to have a reliable, stable network for their clients and count on their computer technology partner, BVA, for custom applications and preventative maintenance.

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