



Client:

Lundeen Interiors
Cokato, Minnesota

Description:

Lundeen Interiors is a family owned business in central Minnesota started in 1957 that provides high quality floor covering, cabinets, and countertops.

Client since:

June, 2008

Answered by:

Paul Neighbors, President

Case Study Interview

What were some of the top problems and / or issues you were facing when you first began looking for project management software?

We recently landed a national account. In managing this account, we were experiencing difficulty keeping tabs on where we were with each project (resulting in inefficiency and some dropped balls). This account represents approximately 80 open projects at any given time (all similar in structure) with about a dozen major tasks for each, and having a life cycle of 4-8 weeks.

What aspects of EnterPlicity addressed these problems and / or issues?

EnterPlicity addressed many of the challenges we had faced. The tool is intuitive and easy to use through a tabbed interface and simple, logical functions. Therefore, once the project management framework was in place, the initial training on EnterPlicity was relatively short allowing users to begin using the tool quickly.

What was the approach that you took to implement EnterPlicity Software and project management in general?

We had a summer intern develop our template (with help from EnterPlicity along the way). With some tweaking along the way, he then built and kept current the entire database for all of our active “national account” projects, followed by the training of the other three users. We are insisting that all changes to project status be immediately noted in EnterPlicity, and that we use the “notes” fields in EnterPlicity as our primary vehicle to share specific project information. Our intern (at this point) looks at EnterPlicity to prioritize our efforts in reaching milestones for the projects to keep the work flow steady, and to ensure our resources are addressing the most important needs.

What are the results that you have achieved through the implementation of EnterPlicity and project management in general?

Since implementing EnterPlicity, we have a firm grasp of where we are with every project. Bottlenecks are much less of a problem now, and having this system in place has helped us find a couple of areas with major process inefficiencies. We are now addressing these concerns with the hope of gaining much valuable time - which should improve both our level of service and our profitability.

What particular characteristics did you like about EnterPlicity, and that have helped support your project management initiatives?

When we began to evaluate PM solutions, we thought the two most important characteristics were (in order), that it possessed “an intuitive feel”, and that it was affordable. We simply could not afford to take the time to spend days or weeks in training, in countless hours correcting our mistakes, and in only having a partial system at our disposal due to a lack of understanding. We are a small company, and our budget did not allow for a system which was built exclusively for huge projects with a large number of users. I’m happy to say EnterPlicity was affordable for us, and more importantly, it is all we hoped for in terms of ease of use. Our summer intern was able to gain some degree of mastery over the system, and was able to accurately build (and keep current) our database in just a couple of weeks. He spent a mere hour and a half in training the other three of us users, and that’s it! We’ve been all using it for about four or five weeks now, and all has gone very well.

About EnterPlicity

EnterPlicity publishes resources to help organizations learn how to implement project management software, provides its own web based software for small to mid-size organizations, and delivers services to help organizations gain value from their project management software.

Learn More

Visit our website at:
<http://www.enterplicity.com>.

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