



Experience and Flexibility Help Complete Upgrade Within Tight Constraints

Growing demands and international footprint drive upgrade

Check Point Software Technologies is a world leader in providing firewall and VPN solutions. Offering 24 hour support to customers in 88 countries places significant demands on support systems. Check Point originally installed Scopus software to handle their call center support, transitioning to Siebel 6.2 when Siebel acquire Scopus in 2001. However, the system relied on excessive customized code, didn't integrate with email systems very well, and was virtually inaccessible to users outside the building where the server was located. The solution for Check Point was to upgrade to Oracle-Siebel 7.5 and migrate to a web-based platform.

Flexible approach makes partnership work

"Software upgrades should not take more than 60 days." That was the message from above according to Jay Orlor, MIS Manager for Check Point Software. And along with the aggressive time schedule came a very limited budget. In order to work within the time and budget limitations, Check Point decided to complete the initial software upgrade installation using internal resources, and enlist a consulting partner to handle the testing and tailoring of the system. "We didn't have the budget to pay for all the layers of project management that come with most software consultants," according to Orlor, "eVerge Group developed a flexible plan that worked within our constraints."

Experienced consultants hit ground running

Upfront, eVerge Group assured Check Point that the experience they brought from performing similar upgrades for other clients would be invaluable to the project's success. It didn't take long for Check Point to appreciate that fact. "They definitely hit the ground running; you didn't have to hold their hand," noted Orlor, referring to the eVerge consultants that handled the upgrade, "We just showed them where the servers were and they were off and running." And because every eVerge Group consultant has extensive experience in the area they are working, they were able to generate results very efficiently. "It was the people that impressed me" expressed Orlor, "Their knowledge level was impressive – definitely on the level that I was hoping for – they were very experienced consultants."

Targets met and benefits realized

Even with an experienced team and an efficient plan, hitting the implementation targets proved to be very challenging. According to Orlor, "We came right down to the wire, but eVerge Group was very dedicated and definitely here to make the project successful." Working straight through from Saturday morning to Sunday afternoon on the final weekend, the project was successfully completed within the budget and timeframe required. The successful upgrade has enabled Check Point to eliminate 70% of the customized coding present in the previous system, improved the integration with email trouble ticket reporting, and improved system accessibility and performance worldwide. And, moving to a web-based platform enables Check Point the flexibility to open additional call centers in any location to keep up with the demands of their growing business.

Industry: Technology

Oracle Applications:

Siebel 7.5 Call Center, Service and eService

Success Metrics:

- Elimination of 70% of custom code associated with audit trail processes
- Transition to web-based platform enabling broader system access
- Improved integration with email trouble ticket reporting
- Upgrade completed under budget and within 60-day timeframe

Client Feedback:

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