



## CASE STUDY

# Business Process Improvement Assessment at All-Tech Decorating: Analysis of Technology and Process Efficiencies



Interviewing the employees who are immersed in the processes being analyzed is critical to understanding specific functionality deficits.

“The BPI Assessment was a low-risk investment that turned out to yield **high rewards for our company**. We discovered that there were, in fact, A LOT of inefficiencies and wasted time – especially with our budget tool. **MXOtech validated our concerns**, reviewing all of the information they gathered and their recommended approaches. **We saved at least \$330,000 in manual staff time in a 3-year period.**”

~ Donald Steadman,  
All-Tech

## Background

All-Tech Decorating is a commercial painting, specialty coating, and floor coating provider based in Romeoville, Illinois. Among their service offerings, All-Tech Decorating specializes in painting high-rises in cities like Chicago. Winning this work is a long process and requires them to create large bids based on architectural drawings. Executing the work requires organizing hundreds of craftsman. As their name implies, All-Tech Decorating has embraced technology solutions to make both elements for creating a bid as efficient as possible.

All-Tech Decorating reached out to MXOtech to perform a Business Process Improvement (BPI) Assessment centered around the processes for creating bids, as well as the process for getting data to and from the craftsman who execute the work. While the current solutions worked, the systems were forcing them to use inefficient procedures that cost time and money.

## Approach

MXO Analysts conducted two on-site interviews with key All-Tech Decorating staff. During these interviews, MXO analysts documented the current processes for each person involved, the amount of time required for each step, and the desired end state.

The MXO team then performed a technical analysis of the systems involved in this process. Careful attention was paid to the location, format and accessibility of the data. MXO Analysts combined both sets of information to create a roadmap for a solution that will save All-Tech Decorating thousands of dollars in lost time and revenue.

## Results

The result of the BPI Assessment engagement was a detailed plan that listed possible solutions and a recommended solution. Benefits of this roadmap included:

- Documented analysis of both processes and systems related to creating bids and managing their data.
- Documented set of options All-Tech Decorating has that could be used to remediate their current processes and environment.
- MXO recommended solution combined with high level project plan, proposed system architecture diagrams, proposed application wireframes, and high level costs.

## Technology Assessed

**Microsoft SQL Server DBs:** Much of the bid information is stored in semi-relational tables and required analysis to create a recommended Solution.

**Industry Specific Applications:** All-Tech Decorating leverages applications that are specific to their industry. These applications have proprietary data stores.