



### SENIOR IT MANAGEMENT CASE STUDY

#### About Böwe Bell + Howell

Headquartered in Chicago, IL, Böwe Bell + Howell is a leading provider of high-performance automated mailing solutions and leading-edge software for the document production industry. Böwe Bell + Howell's portfolio of standalone cutting, packaging, inserting, plastic card, sorting, integrity and print-on-demand solutions comprises the industry's most comprehensive product and service offering for paper-based and electronic production mail.

#### Background

Böwe Bell + Howell required a company to assist in the development and implementation of a Central Technology Repository for a large client. This project required a centralized reporting tool that could communicate effectively with 1,200 field computing systems and included all aspects of the development process from configuration to training and follow-up management.

#### Approach

The Arrington group approached this project as they do all projects, following their philosophy that experience and planning are the most critical elements. They understand that the Client requires a long-term solution and not a "quick fix". The Arrington Group developed a plan that met Böwe Bell + Howell's needs and meticulously set about executing it.

The development and implementation of the required software included:

- Specification and Configuration of Hardware
- Installation and Configuration of Supporting Software including Operating System, Database Management System, Application Server, and other required systems software as licensed for use by Böwe Bell + Howell
- Configuring / Specifying Communications Setup
- Performance Application Testing

On the heels of this projects success, The Arrington Group was engaged for an additional two-year follow-up maintenance contract which included:

- Monitoring the Production Environment
- Providing 5 X 10 Support
- Updating System Documentation

#### Results

The Arrington Group produced the Product Development Environment (PDE), supplied training and support, and provided all documentation to Böwe Bell + Howell. The result was a Central Technology Repository that came in substantially below the original budget, has reported a 99.9% success in stability and uptime and has been easily upgraded over the last two years. Dan Parenti, Project Manager at Böwe Bell + Howell says of The Arrington Group, "They are very effective, detail oriented, work well as a team, have a strong understanding of technology and deliver high-quality results."

The Arrington Group was effectively able to identify crucial needs, develop all necessary processes, acquire all essential resources and implement all programs. They successfully completed this project under schedule and under budget while meeting or exceeding all of the goals set by Böwe Bell + Howell.

#### About The Arrington Group

The Arrington Group understands Information Technology (IT), end-to-end and provides products and services to Executive management. Their products and services, including specialized packages and customized professional consulting, offer solutions to some of the most challenging areas within the IT organization. The Arrington Group knows that "When you succeed, we succeed."

*"The Arrington Group's Attention to Detail is unsurpassed."*

*Dan Parenti,  
Project Manager,  
Böwe Bell + Howell*