

Company | UDP

San Antonio-based UDP has been dedicated to the billing needs of the telecommunications world for more than 40 years. The ingenuity of its products—COMET, GALAXY, and METEOR—allow UDP to offer comprehensive end-user billing, carrier access billing, and message processing services for numerous ILECs, CLECs, IXCs, cable companies, and internet service providers throughout the United States. Within the industry, UDP has earned a reputation for excellence, particularly with the order management and customer care solutions that support its major billing platforms.

Foresight | Why They chose @task

Prior to implementing @task, UDP used a combination of Microsoft Project, Excel, and Word to track projects and help desk requests.

“We evaluated a number of project management software tools, but ultimately it was @task’s platform- independence and self-hosting option that convinced us that it was the right solution for our organization,” said Kevin R. Rohrssen, Director, Application Development for UDP. “The competing products we evaluated were locked into specific databases, and this solution [@task] gave us the freedom and security to use our own platform and host the solution on our own servers. We are now managing all project management functions and help desk issues through @task.”

Currently, UDP has integrated @task with Microsoft CRM using an email interface to send help desk cases from CRM to @task.

Hindsight | Why @task was the Right Choice

UDP will also be able to better gauge product development efforts, track customer requests, and develop a number of extensions to integrate applications and business processes. Rohrssen added, “@task helps us to be more efficient with our time and resources and has allowed us to combine multiple files, applications, and tools into a single source and management process. We were also able to brand the solution using the integrated style sheets and have just begun to tap into @task’s other tools, including project billing, resource management, and application and business process integration.”

“UDP was able to deploy @task within a couple of days of receiving the software, and has quickly configured the solution to meet the growing needs of the organization across several departments,” said Abe Knell, Vice President of Sales at AtTask, Inc.