

Newmetrics perfectly interpret the requirements and deliver a new, better integrated, scalable, faster system for SIS

Business Background

SIS are the leading provider of interpreting and translation services to the public sector along the South Coast.

This charitable social enterprise provides multi-lingual staff to organizations such as Sussex Police, the NHS, the Probation Services and Local Authorities.

The problem was and the objectives were

The administration of the service is currently carried out on a generic product for this sector.

The shortcomings of the current product led to SIS creating several ad hoc datastores to meet their organization's needs. This resulted in data duplication and training issues. Our objective was to allow storage and access of all data through a single system.

The performance of the old system slowed as the database expanded. Several simple searches took over 1 minute to complete. Our objective was to produce a system that could handle queries efficiently, and maintain this efficiency regardless of database size.

The old system could not be easily customized to meet new organizational requirements. SIS wanted full ownership of a system that could be extended when necessary. In view of the issues listed above a new, better integrated, scalable, faster system was required.



Newmetrics' business software provides our clients with an efficiency advantage

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Newmetrics, complete end to end solutions

Why was our solution identified and the reason behind the technologies selected

Initially Newmetrics were engaged to help SIS write a Detailed User Requirement (DUR). This was a document written in a non-technical manner which enabled each member of the administration and management to contribute, ensuring that it covered all aspects of the business.

The DUR was used as the document that went out to tender. Knowing how keen SIS were to have 'control' of the product, we specified industry standard methods and tools for the development.

Newmetrics won the tender with their costed solution and prior knowledge of the required system.

SQL Server 2005, SQL Server 2005 Reporting Services were used.

The benefits to SIS

With the system tailored to meet their precise requirements SIS can handle far greater volumes of business, with greater accuracy and efficiency without having to increase their administrative overheads.

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“Business Defining Software” is how we describe our service. We see this working in two ways:

The way you do business defines your business systems. It is the people within a company that define its character. No two people, companies or processes are alike. Understanding this, we have developed our services to provide solutions that are tailored to the way you do business.

Define your business with leading edge systems. Change is only achieved by acting in new ways. Leading edge technologies can advance the way your business operates, while changing the way that your business is perceived. This leads to competitive advantage.

Newmetrics' consultancy, design and development service are aimed at developing and promoting your business. From eCommerce to database management, our multi-disciplinary team provides systems to manage your critical business processes. And it's a one-stop service.

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