



Case Study: **Outperforming service standards** for the U.S. Department of Housing & Urban Development (HUD)

Problem:
Migrating technologies
and a performance gap

Solution:
Software Development
By PSL

Benefits:
Timelines beat
Significant costs saved
Complexity simplified

In 2012, HUD faced the same reality every government agency dreads: technical abilities falling short of organizational objectives and subsequent changes in in-house solutions. Those changes created a gap in service as they moved from old contracts to new ones; to bridge that fissure, they needed a company with deep expertise in software development and engineering, web services, coding, data reporting and integration, and powerful solutions like MicroStrategy. Otherwise, they risked falling short of mandated performance standards.

Peniel Solutions (PSL) – having worked previously with HUD as well as other government entities, including the Department of Defense and Centers for Disease Control – offered a proven track record of managing complex, multifaceted software engineering projects. In fact, PSL is fluent enough in software development to weave expert engineering, risk mitigation and tight project management into a single, seamless experience.

PSL Makes Software Work Hard

“Our mission is to achieve results that do more than just look good on paper: we measurably improve our client’s performance.”

James McGriff
President, PSL

Results that *beat* required functionality and timelines: HUD was migrating away from Lotus Notes but still had multiple applications built into that platform, like a Neighborhood Networks program. Such applications needed *not only* to be migrated out of Lotus Notes *but also* to have original, custom Oracle and Java platforms developed – within eight months, and with functionality matching or exceeding previous performance. PSL – with an extensive background in developing and implementing Web-based applications and databases, including Microsoft SQL, Oracle and Java technologies – completed this task in **just seven months**.

Work that *saves* the government money, like 30% of HUD’s budget: HUD was phasing out data integration solution Informatica in favor of MicroStrategy, which would provide a better fit for HUD’s needs. They faced a four month deadline to completely phase out Informatica, lest HUD be required to re-purchase a license – representing a full 30% of their available budget! PSL – by migrating HUD completely on schedule – saved HUD from having to purchase two separate tools at enormous expense.

Delivery that makes prohibitively complex tasks as *simple* as a click: HUD was also engaged in a multi-agency initiative to ensure homeless veterans would receive housing vouchers. This required finding and connecting data points from multiple government agencies, including HUD, the Department of Veteran Affairs, and the Internal Revenue Service. PSL connected these disparate data points and put the information in the cloud, making it easily and quickly accessible and actionable.

How did PSL achieve these exceptional results?



The expertise to engineer software solutions that exceed expectations.

“PSL produces powerful analytics and superb software integration.”

HUD

With initial software development, ongoing support and maintenance available at a fraction of the cost of dedicated internal staff, PSL specifically enhanced HUD’s workflow by:

- **Connecting HUD to its data**, accessing analytics data made actionable through easy-to-use visualizations, while maintaining confidentiality, data integrity and availability.
- **Connecting HUD to enterprise applications**, uses JAVA/J2EE programming to make complex business requirements simple – and automated as much as possible – for end-users, administrators and support staff.
- **Connecting HUD to its communities**, creating seamless and tight integrations throughout agency applications and the MicroStrategy Web that speeds up jobs and makes it easier to make use of key data generated throughout HUD’s infrastructure.
- **Integrating security everywhere**, helping HUD to manage all aspects of the MicroStrategy security model and further automating the process for low-cost, reliable administration.

Simplify Complexity

Create systems that make work easier for HUD staff.

To minimize cost yet remain highly effective, software and project management alike must be non-complex. PSL has a proven track record of managing complex and multifaceted federal government projects, including HUD. As a result, we are very familiar with the working environment and day-to-day operations.

Lock Down Security

Protect systems against internal & external threats.

Security is paramount when it comes to government entities dealing with the public. PSL dives deep into security solutions, including a full complement of security tools while enabling executives and administrators effective, timely and easy access to alerts, policy, and settings through mySecurity Page.

Minimize Risk

Prevent problems and disruption before they occur.

PSL mitigates risks to our customers and customer projects by evaluating task duration, start and end dates, uncertainties around quality, technology cost and resources. From there, PSL creates a path of risk avoidance that allows us to identify, qualify, respond, monitor and control the risks that could derail HUD.

Exceed Objectives

Offer best-in-class technology and personnel.

The best results demand superior experts and technology. Our software development project team not only brings to bear best-of-breed technologies but also credentialed project management, including ISO 9001:2008 and SEI-CMMI Level 2 certified quality management processes.

About PSL Solutions

PSL is a global outsource provider of business process solutions that simplify, facilitate and enhance critical business processes. Our mission is to provide solutions that facilitate the movement of business critical information between and among business enterprises and their partners. Our strategy is to further develop innovative solutions to existing services to expand our ability to benefit our clients. Visit us at PSLSolutions.com.

PSLSolutions.com (866) 878-2490