



# Case Study

**Project Type:** Management Support and Development

**Client Type:** Internet Service Provider (ISP)

**Location:** NY and National

**Client Business:** Provide Internet Service to Millions of Users  
For A Partnership Of two Fortune 100 Companies.

Carrigan assisted in the developed and rollout of an interactive graphic personal service. (Videotex) This service provided home computer users throughout the country with information, entertainment and shopping capabilities.

Management Consulting: Carrigan provided subject matter experts in four different capacities. Developed tracking system for Development Division. Gathered data from 28 1st & 2nd line managers. Maintained development database and updated weekly status reporting to Division VP.

In addition Carrigan was responsible to train staff members in the use of Project Management and Control applications. The Client found that the information being presented was too detailed and requested a more refined approach to managing 40 different technical projects. This requested lead into the development of the Executive Information System (EIS) used to report all Summary status to the Management Committee.

Systems Development: Assisted with the creation of the Base Reception System and the Alternative Product Development. Starting with a major capacity planning effort supported by each division. This included the following:

- Product Feasibility Study
- Hardware Design
- Software Design
- Software Development
- Hardware interface
- Hardware Budget,
- System Design
- Hardware Networking
- Software Testing and Promotion
- Marketing Tests

Product Development: Maintained and updated the capacity planning effort with special emphasis on product performance and stability. Carrigan acted as interface to the Marketing, Product Development and Operations Divisions. Managed pre-release of Alternative Product test with internal and external testers located around the country. Identified and implemented within the Alternative Product Development projects over \$15,000,000 two year savings in hardware and staff cost.