

Case Study 3.

BRITISH PUMP MANUFACTURERS ASSOCIATION (BPMA)

TERMS OF REFERENCE.

The BPMA is determined to ensure that it maximises the use of Internet technology for the benefit of its members. To date a website has been established and an Internet Policy, (METCOM's), has been established at the organisation's Head office. The website will be revamped to improve impact and increase interactivity. An important element will be the installation of a new Network Server and associated Software.

PROJECTS AIMS AND OBJECTIVES.

- q In order to improve the efficiency of its Administration the Organisation intends to utilise its website, e-mail and FTP techniques, to communicate with both individual members and committees. In addition it will expand the functionality of its website to enable e-commerce functions to be incorporated. These improvements will enable members and any other interested parties to quickly find information about all members and their products. Information about Training Courses, Publications, and Membership applications/renewals will all be accessed interactively.
- q A new Network Server will enable the objectives to be delivered efficiently and cost effectively.
- q Investment in this project will have a twofold impact upon the BPMA. First it will reduce costs in the form of stationary, literature, printing, photocopying, telephone and general communication costs. Secondly it will release senior staff, in particular, from administrative chores enabling them to utilise their technical skills for the benefit of members. It will also release junior staff to enable them to learn new skills relating to Internet technology. For example Web authoring and database skills

PROCESS OF DELIVERY.

- 1 Various meetings took place with BPMA's senior personnel to discuss their perceived current and future requirements from the Internet technology.
- 2 Quotations obtained for the supply and installation of a new Network Server and associated Software.
- 3 Prepared a plan of action to ensure total co-ordination of the Server installation and software to ensure minimum disruption to the running of the office.
- 4 Co-ordinated supply and installation of Hardware and Software.
- 5 Completed training of personnel.
- 6 Design and installation of new interactive website.

PROJECT OUTCOMES.

- q Reduction in communication costs due to Server centrally handling all e-mail traffic.
- q Admin. Staff able to undertake Web Administration work after training.
- q Senior staff released from some administration work and able to concentrate on technical duties.
- q Senior Staff able to access the Network remotely
- q Visitors to website able to access technical details including a comprehensive Pump Search.
- q Ongoing programme established to use Internet technology to reduce paperwork.

For further information contact: info@internet-consulting.co.uk