



USAGE EXAMPLES

US Navy Case Study



US Navy

entellitrak revolutionizes the way the Department of the Navy tracks complaints. The Department of the Navy has 58 offices that process complaints for their 185,000+ civilian work force. Keeping track of the mountains of data – from the pre-complaint period to formal complaint through its resolution – was a time-consuming, tedious process until the Navy purchased icomplaints by MicroPact in 2002.

“MicroPact and icomplaints have revolutionized the entire way we track and process complaints,” explains Jaime Kajouras, Department Program Director, Office of EEO and Diversity Management for the Department of the Navy. “We have all the information we need right at our fingertips, so we’re able to easily track every aspect of the pre-complaint and formal complaint process.”

Inquiries and Performance Data handled in a fraction of the previous time

In a department the size of the Navy, every field office receives inquiries about complainants continuously. Before the Navy implemented icomplaints, it routinely took weeks to track down the necessary information and respond. Now, with all the information they need at their fingertips, inquirers can receive a letter of response in 24-48 hours.

Performance reporting, too, was once an arduous task that could only be completed annually. Getting a report at other times required studying all the paperwork and making an educated guess. Now the Navy can report quarterly with absolute accuracy, and performance data can be pulled up at any time.

“We can easily determine how much money we’re spending in settlement agreements, for example,” says Kajouras, “and how efficient our offices are. There are so many possibilities for using the system.”

Unprecedented levels of acceptance and use

Employees in any department or organization have a wide range of computer literacy and ability. In spite of these differences, the Department of the Navy has found that everyone – including those who are most resistant to technology – has found icomplaints to be extremely easy to use.

“We have never experienced this level of user acceptance,” Kajouras confirms. “People throughout the Department have totally embraced the system because it is so easy to use. When people contact our Help Desk, their questions are nearly always about an aspect of the complaint process, not about the software. And as System Administrator, I can easily make changes when I need to, without the expense in money and time of having to hire someone to do it for us.

“The bottom line is that MicroPact is committed to building great products that people will be eager to use,” Kajouras continues. “They listen to what their users want and need, and design upgrades and new features accordingly. icomplaints has completely changed the Navy’s complaint tracking and reporting process, making the Department more efficient and saving us money. We could not be more pleased.”

About icomplaints

icomplaints is an enterprise-level web-based application that not only provides a broad range of capabilities for inputting, processing, tracking, managing, and reporting on complaints cases, but also includes a number of specific features required by government agencies and departments for tracking and managing EEO complaints and cases according to their individual needs, without calling a professional to set-up the system or to make changes later. Users save in reduced implementation time and development and maintenance costs, making entellitrak an affordable alternative to customized software solutions.

About MicroPact

MicroPact serves over 140 Federal agencies as well as Fortune 500 organizations through the development of advanced Data Tracking and Business Process Management software. MicroPact's entellitrak is used by more federal agencies than any other BPM product. With products and platforms that can be implemented immediately and configured continuously, MicroPact enables customers to get to work quickly while keeping costs low.

Please contact our sales team at **703-709-6110**, or by e-mail at **sales@micropact.com** for further details.