

# CaseCentral Uses ValleySpeak Server to Provide Affordable Web-Based Access to Project Schedules

## About CaseCentral

CaseCentral is the market leader in electronic discovery and litigation management solutions for major law firms and corporations. The company is chosen to handle many of the largest, most complex litigation projects in the nation. CaseCentral provides the most widely used online document repository, which hosts massive document collections for review by legal counsel, providing anytime, anywhere access for large, dispersed litigation review teams. The company is also rapidly emerging as a capacity leader in the electronic discovery services market with fast, affordable, high quality electronic file conversion services. Headquartered in San Francisco, CaseCentral has worked with 81 of the largest 100 US law firms (the American Lawyer Top 100) and the legal departments of hundreds of leading corporations worldwide.

## The Problem

Being an Application Service Provider (ASP), scalability, reliability and redundancy are very important to CaseCentral when selecting the tools they work with. They have a server farm of over 200 machines scattered across multiple locations. All of these servers are managed by CaseCentral's IT department. Projects in IT department have very high visibility within the organization. Engineering and marketing departments rely heavily on IT projects. It is therefore natural that they are interested in tracking IT projects.

Most of the project management within the IT department in the past was done by project managers using Microsoft Project. They would talk to all the team members in a weekly status meeting and update the Microsoft Project files manually. They would then email the updated Project files to the team and the company executives. This was an extremely time consuming process. In addition to requiring each person to install Microsoft Project on their machine, it required executives to manually open multiple files to see their status. Most executives therefore preferred to call the project managers and ask for status, and the Project Managers wasted a significant amount of time communicating the schedule status.

## The Solution

It was quite obvious to IT Project Manager, Navdeep Singh, that they needed a centralized project management solution. Being a heavy user of Microsoft products their first choice was Microsoft Project Server. However after doing a pilot project it became obvious to them that Microsoft Project Server will not scale to their needs. Despite the fact CaseCentral is highly proficient in the Windows environment (since its the primary platform for their application), just installing Microsoft Project Server was a daunting challenge. It took them longer than a week to set up Microsoft Project Server, and later it needed constant bug fixes and was highly unstable. On average it needed to be rebooted once a week. It was virus infected with a virus at one time and all of the data was lost. Over time it became increasingly obvious to Navdeep that they needed to investigate into other solutions.

Most of the solutions that they looked into were either too simple and meant for 10 person companies or too complex with costs running in hundreds of thousands of dollars. After coming across ValleySpeak Project Server, they decided to give it a try. The simplicity of the product impressed them. They were able to install it in 20 minutes - it was up and running even before people realized what was going on.

Navdeep is now a big fan of ValleySpeak Project Server. "They have a great product and great support", says Navdeep, "I personally use the ValleySpeak Project Server every day and I am totally bowled over by its stability and ease of use. Our server has been up and running for more than 6 months now. Not a single minute of downtime, while our other servers keep crashing on us all the time."

Responsive and professional tech support is also one of the reasons that Navdeep likes ValleySpeak Project Server. In his words, "ValleySpeak provides great support, period. Their tech people are really on the ball. I did actually find one bug in their product; I crafted a test case and fired off an email to support. I got a reply within 20 minutes, along the lines of "yep, that's a real bug... and it looks like it's gonna be tricky to fix". Okay, fair enough, I wasn't expecting to hear anything for a while... and then the very next day... "okay, here is a work around, that will fix your problem, we have incorporated a fix and it will show up in the next release". How good is that? I've worked for companies in the past where we couldn't even come within a mile of that level of support!"

## **Conclusion**

If you are looking for a browser based enterprise project management software product that makes it easy to share your project schedules with your team in real time while providing rich functionality and responsive tech support at a bargain price, look to ValleySpeak.

Additional information about CaseCentral can be found at [www.casecentral.com](http://www.casecentral.com).