

CASE STUDY

KELLER AND HECKMAN LLP

THE SITUATION

Keller and Heckman's Telecommunications Group captures a wealth of data from the FCC regarding licensing and other regulatory issues affecting their clients. However, in order for the group to make meaningful use of this data, a number of time-consuming manual steps were being employed. Creating desired reports from the data was also cumbersome and limited.

THE APPROACH

To respond to these challenges Keller and Heckman selected CC Pace for the task of establishing a secure, web-based retrieval and reporting system that would allow much greater flexibility in how the FCC data could be analyzed and reported on. Using an iterative Agile process, Keller and Heckman identified the highest priority functionality for development that would best enable them to serve their clients. This process allowed Keller and Heckman to see an updated system every week for review and acceptance. They were able to visualize what was being built and confirm that it met their desired business needs. As a result, Keller and Heckman began using some core features of their new system in less than 30 days.

"CC Pace provided us with regular updates throughout the development process. This was beneficial for two reasons. First, it expedited our return on investment by allowing us to use the new software almost immediately. The constant communication also enabled us to prioritize and perfect the most important components of the software in real-time. We turned to other components once these priorities were accomplished below the original budget." -Wes Wright, Attorney.

CC Pace built a web application that imports and categorizes FCC licenses directly from the Universal Licensing System (ULS) on a daily basis. Keller and Heckman uses the application to tag licenses for which they are responsible. The system also provides a search feature that allows Keller and Heckman to filter results by specific license criteria and indicate whether they had been tagged as Keller and Heckman licenses.

THE RESULTS

The FCC Retrieval and Reporting System has greatly increased the efficiency within the Keller and Heckman telecommunications practice. Using an Agile approach that emphasized constant customer feedback and collaboration, CC Pace was able to deliver immediate business value to Keller and Heckman. The final product was an application that addressed Keller and Heckman's high priority process needs first and foremost. By having the license data in a more manageable and reliable format, attorneys can get timely updates of any license change events and also respond quickly to any regulatory changes that may affect their clients' FCC status.

"The software provides my "to-do list" each day. I check the database developed by CC Pace each morning to see what action the FCC has taken with respect to our clients, allowing me to focus on following-up with the agency and reaching out to our clients to keep them apprised of their projects. The results speak for themselves: we recouped the out-of-pocket cost within the first nine months and engaged new clients as a direct result of this software." -Wes Wright, Attorney.

ABOUT KELLER AND HECKMAN

Keller and Heckman, founded in 1962, is a pioneer in the use of interdisciplinary approaches to problem-solving. The firm maintains a dynamic, full service telecommunications practice, meeting the diverse needs of its clients through expert, cost-effective service. Keller and Heckman has established one of the leading practices before the Federal Communications Commission (FCC) on wireless licensing and policy matters.

ABOUT CC PACE

CC Pace is a business and technology consulting firm headquartered in Fairfax, Virginia. For over 40 years, CC Pace has built its reputation on an unwavering commitment to customer satisfaction and is nationally recognized for solving business problems and delivering high-impact results. CC Pace specializes in the mortgage banking and financial services industries and our clients appreciate that we have a deep understanding of their business. Our domain experience allows us to design solutions to not only meet their needs, but achieve both measurable bottom-line results and significantly improve business execution.