



USDA Case Study



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Updating with MicroPact's latest technology helps the USDA handle complaints with even greater speed and efficiency. There is no better example of customer satisfaction than when that customer chooses to stay with your company, using new product lines as their needs grow. That's exactly what happened when the USDA chose MicroPact to automate their complaint system in 2004, and then purchase entelliTrak, another MicroPact product, several years later.

"The ability to take quick action is critical to resolving a complaint," says Maurice Thompson, Program Manager at the USDA. "If we can gather all the data involved in the complaint quickly, and make it accessible to everyone who needs to view it at the same time, we can often take action to resolve the complaint in mediation, before it becomes formal. That's the optimal outcome, and the one we always hope to achieve."

Choosing MicroPact the first time around

In 2004, the USDA went looking for technology that would help the agency manage its complaint cases more efficiently. After researching numerous companies, they chose MicroPact for its iComplaints and eversity products, and the company's ability to put these products to work quickly for the USDA.

"Many other companies wanted to build us products from scratch to our specifications," Thompson continues. "But MicroPact had products that were ready to go and could quickly be configured to USDA requirements."

With these new systems in place, the USDA was able to gather data easily in one place. Cases could be resolved more quickly, often with mediation, so both the agency and the public were pleased.

Adding entellitrak for even greater efficiency

One of the goals at the USDA is to ensure that the systems and processes they utilize are always on the leading edge of what technology has to offer. So even as the USDA installed these systems in 2004, they had such a successful experience with MicroPact's iComplaints product that they decided to use another one of MicroPact's products, the entelliTrak suite, in order to keep up with the newest technology as it became available.

That's why the USDA recently decided to update other arms of their systems with MicroPact's web-based entelliTrak Civil Rights (CR) and Alternative Dispute Resolution (ADR) Editions. Now, data can be captured electronically in one place and be accessible to anyone who needs to review it, reducing both paperwork and files. The web-based system makes it easy to track complaints, names of all individuals involved, referrals to mediation, resolutions, continued follow-ups, and costs.

"According to the Presidential Management Agenda (PMA), the USDA is required to use technology updates to increase efficiency and reduce costs wherever it's feasible," Thompson explains. "We are able to do that with MicroPact. And their training makes the system very easy to use at all levels of the agency."

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.