

GTE-TSI Successfully Delivers CloneDetector™ 4.0
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The Telecommunication Services Incorporated (TSI) subsidiary of GTE located in Tampa, Florida had a mission-critical client/server project that was not meeting its goals and objectives. The project called CloneDetector™ 4.0 (CD-40), was a system responsible for identifying potential cellular phone fraud. The project had missed its targeted completion date four times. Thomas Dunnigan, Software Development Project Manager new to the TSI organization, developed an exceptional recovery plan. The implementation of the recovery plan would be TSI's fifth attempt to deliver CD-40.

Due to Kim Shepherd's diligent work with this key account, CTG was asked to provide Technical Project Management (TPM), and, to quote Mister Dunnigan, "ride herd" while implementing the recovery plan.

In close partnership, TSI and CTG created a positive synergy providing a win-win scenario for both organizations. The implementation of the recovery plan provided a consistent challenge to all team members while the project team gained positive momentum and brought CD-40 to a successful completion within the constraints of the recovery plan.

The customer was so pleased with CTG's effort, that a personal letter of appreciation to CTG was written by TSI. Highlights from the letter include:

This letter is to express our appreciation for your management of the CloneDetector 4.0 Project. [We] recognize the value of your contribution to this project and wanted to acknowledge your endeavors in directing the team to a point of completion.

This has been a major task with many obstacles to overcome in maintaining our schedule. I wish to express my personal appreciation for your persistence and exceptional effort bringing 4.0 into a readiness state and for accomplishing this with a positive attitude. We feel we have benefited from the business relationship and look forward to future ventures between our companies.

Once again with the internal synergy authenticated by the Network Management and Client/Server offerings, CTG clearly demonstrated our ability to provide quality, value-added services to this key client and, as the client stated, they "look forward to future ventures between our companies!"

CTG Delivery Team Members:

- Account Manager: Kim Shepherd, Business Consultant - Tampa, FL
- Technical Project Manager: Michael S. Pallos, Principal Consultant - Network Management & Client/Server Virtual Team Member.