

CASE STUDY: Rotary International

A creative collaboration

Rotary International is a global network of 1.2 million neighbors, friends, leaders and problem-solvers who come together to make positive, lasting change in communities at home and abroad. Rotary wanted to incorporate the unique look and feel of its corporate brand into its on-line, Grant Management System while integrating an intuitive, easy interface. They approached Re-Solved to bridge the gap between where they were and where they wanted to be. This triggered a creative collaboration between the Re-Solved and the Rotary Design and Usability teams.

Connecting needs of stakeholders with the functionality of the site

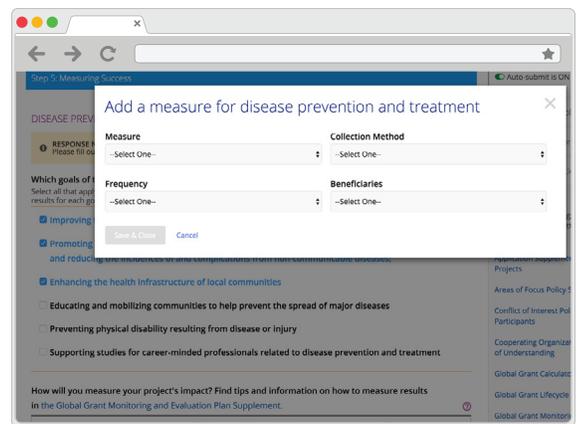
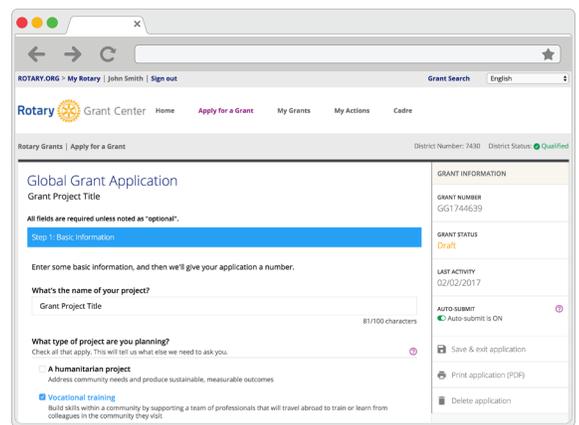
The collaboration began with Rotary International's research team interviewing stakeholders and identifying a list of additional elements that would make the system more functional for both Rotary's internal and external users. This was very much a design and usability exercise. Rotary's objectives were to make it more efficient, faster, and easier to use by breaking down the workflow into smaller chunks, so all users, from experienced in-house analysts to multiple generations of Rotarians can progress easily through the process. Re-Solved's years of experience configuring the SmartSimple system combined with their robust development capabilities afforded them the insight necessary to navigate Rotary's platform. "Re-Solved re-tooled the architecture and application of our system. They rebuilt it, streamlined it. As we incorporated new features, it was the Re-Solved team that found the best way to do that in the least amount of time", Stephanie Kuta, Research Analyst for Rotary, explains. "We rely on Re-Solved to identify both the opportunities and the roadblocks in our path."

A holistic approach to usability

Karim McCall, User Experience Designer for Rotary expands on Stephanie's assessment. "The key to success in building out a functional, seamless interface for the complex process mapped out in Grant Management Software is to take a holistic approach. We relied on Re-Solved's guidance from the big picture to the granular level." From effectively integrating the system within Rotary's larger business process environment down to in-depth user story analysis, Re-Solved provided hands-on direction and guidance. Now that Rotary's Grant Management System is fully optimized and functional, the business of managing a complex global community of change-makers just got a little bit simpler.

"Re-Solved's strength is innovation, flexibility and the ability to think outside the box. Without their help, we wouldn't have the product we have now."

Karim McCall, User Experience Designer
Rotary International



A simple, clean interface maps and tracks users' workflow.

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