ZPRO SOLUTIONS

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ZPRO PROVIDES SUPPORT TO THE AMERICAN RED CROSS IN MAINTAINING THEIR MAXIMO 7.5 SYSTEM DAILY

Industry: Non-profit

+ American Red Cross

CLIENT BACKGOUND

The American Red Cross, also known as The American National Red Cross, is a humanitarian organization that provides emergency assistance, disaster relief, and disaster preparedness education in the United States. It is the designated US affiliate of the International Federation of Red Cross and Red Crescent Societies and the United States Movement to the International Red Cross and Red Crescent Movement.

PROJECT DESCRIPTION

ZPro Solutions provides support to the Red Cross in maintaining their Maximo 7.5 system daily. We are providing training to the Red Cross technical team and their system administrators to allow them to be more involved and take full ownership of their system in the future. Working with the IBM Flex Cloud provider and ensuring the system is operational at peak efficiency provides the many Red Cross service units with accurate and up-to-date information regarding the many life-saving assets and facility systems possible. Currently, ZPro Solutions provides the first line support for all system-related issues, training all Red Cross Administrators in teaming fashion.

PROJECT SCOPE

Provide Maximo support and as-needed training. The support is to correct legacy reporting issues, assist with current users' needs and requests. The training is ad hoc one-on-one training to enhance the client's Tech team's ability to handle better the configuration and support of the Maximo application moving forward.

SERVICES PROVIDED

ZPro team provides the front-line support for the Red Cross Maximo instance used nationwide by the BIO Med group and the Facilities group. The dual usage of the application offers a unique set of security requirements to keep information and data separate from the various users while being contained all in one database. Our team has been making improvements to reports to make the data input into useful information shared with various outside groups. Our team provides hands-on training to Red Cross technical personnel to handle day-to-day functions better and user requests in the future.

CHALLENGES

The system is housed in a fully validated cloud environment, where the development system is in one platform, and the production is in another. This has caused some programmatic challenges that the team had to work through—getting a copy of the database that could be successfully exported and imported for report development caused difficulties.

RESULTS

This project is currently still underway, and the Red Cross system is fully functional and operational. The users have not been impacted due to any outages or issues with access and processing data. The Red Cross technical team is becoming more familiar with the system and how to maintain it better.