



CUSTOMER SPOTLIGHT **Hunter Douglas**

HunterDouglas

Hunter Douglas improves processing of custom orders and reduces delivery time of new software features by 50%

CHALLENGE

Hunter Douglas is the world's leading manufacturer of window coverings as well as a major manufacturer of architectural products. They develop innovative, high-quality products that are found in millions of homes and commercial buildings around the world. This global leader in window blinds and treatments was in the process of converting its application and database to a new architecture. To improve its processing of custom orders, the client needed to make more order information available on the production floor.

Additionally, a new product was being launched and needed to be included into the new solution. Although highly skilled, the company's development staff required additional resources to efficiently complete a project of this scope.

SOLUTION

In addition to focusing on specific technological requirements, 3Cloud worked with Hunter Douglas to strengthen the core organizational development practices for improved management and delivery of this and future projects. Adoption of new software requirements tracking and source control tool (TFVC) has reduced delivery time for new features and improved communication between the client's development team, product owners, management and other stakeholders.

 [SCROLL TO VIEW THE SOLUTION & RESULTS](#)



CUSTOMER SPOTLIGHT

Hunter Douglas

Automated, integrated testing was expanded to the backend Windows service to improve code quality while reducing testing time. Order information is now automatically loaded and transformed from an external database for display within the client's .NET manufacturing information software.

The 3Cloud team provided application and database architecture mentoring to the client's development team throughout the development process to expand its in-house expertise and skillsets. Through participation in daily standups, user story grooming, code reviews and mentoring, 3Cloud worked onsite to provide seamless knowledge transfer. In addition, 3Cloud provided automated test scripts, architectural diagrams, user documentation and recorded software demonstrations along with its deliverables to integrate its work completely with that of the client's staff.

RESULTS

Hunter Douglas' engagement with 3Cloud helped the business to improve code quality, decrease testing time and reduce help desk tickets. Also, the delivery time of new software features was reduced by 50%. Automated integration between the order system and the production floor improved the processing of custom orders, along with enhanced communication and engagement between the company's development team and product owners. In addition, 3Cloud's knowledge transfer empowered the development staff, enabling this global business to continue to be a leader in the industry.

HUNTER DOUGLAS CLIENT PROFILE

World's leading manufacturer of window blinds and coverings, founded in 1919.
Employees: 23,000
Innovation Focus: App Innovation