

► Company

Morehead Associates based in Charlotte, North Carolina, designs and delivers employee satisfaction surveys primarily for the healthcare industry.

► Situation

Morehead's mission-critical software system was problematic as a result of a previous vendor's inexperience and was beginning to frustrate clients who threatened to take their business elsewhere.

► Solution

Eureka and Morehead partnered to fix the software's problems and deliver more reliable services to Morehead's clients.

► Benefits

Eureka's partnership gave Morehead a reliable software system that has wowed customers and won the firm new business.

Eureka partners with Morehead to fix mission-critical software

"The experience was exemplary of their dedication to quality and predictability."

Andrew Durstewitz, VP of Information Systems, Morehead Associates

Reputation is important in any business. But to Morehead Associates, reputation is everything.

The Charlotte, N.C.-based firm provides employee satisfaction survey services for primarily the healthcare industry. Its clients need to know the information Morehead provides is reliable.

So when problems with Morehead's software platform threatened to sully the firm's good name, its executives became duly concerned.

"Initially our managed services platform (MSP) was developed by another engineering firm" said Andrew Durstewitz, VP of Information Systems at Morehead. "But the size and complexity quickly outgrew their experience and capability."

The vendor was unable to accurately deliver quality software. Since the platform handled 98 percent of Morehead's surveys, the problems frustrated Morehead and left some of the firm's clients unhappy.

So, on the recommendation of a business partner, Morehead contacted Eureka Software.

"After several conversations, I traveled to Eureka ... and was impressed," Durstewitz said. "This positive experience led us to shift several projects from our current vendor to Eureka as a trial."

Morehead designs and delivers survey and reports using its web-based managed services platform. Clients' employees take the surveys online and then Morehead compiles the data and delivers the results. Morehead's services are an important tool to improving and maintaining employee performance and retention.

The firm – which was founded in 1979 and employs about 50 people at offices in California, Georgia, New Jersey and North Carolina – has a variety of customers. Some are single hospitals with 100 employees. Others include entire healthcare systems with dozens of hospitals and thousands of employees.

All of them interact with Morehead through the MSP.

"Everything they do is on this platform. They can't run their business without it," said Richard Musser, Eureka's Project Director.

Musser said Eureka worked with Morehead to segment the project into manageable portions. Then Musser and his software development team systematically analyzed and addressed the bugs in the MSP.

“We were able to step in and make good on our promises,” Musser said.

The partnership and trust between Morehead and Eureka grew stronger with each success. Over the next few months, Eureka took over all software development responsibility for Morehead’s primary system, the MSP.

“Stabilizing Morehead’s MSP is an ongoing process,” Musser said. “We are continually improving and enhancing the system. It’s constantly evolving.”

Now, Eureka is Morehead’s sole software development partner, supporting and enhancing the firm’s platform and creating new software services.

“The experience was exemplary of their dedication to quality and predictability,” Durstewitz said.

Eureka Software Solutions Inc. partners with clients to deliver business-critical software and technology solutions. Started 20+ years ago in Austin, Eureka relies on a culture of excellence based on decades of experience, expert capabilities and a relentless spirit of innovation.

