JayStar Group

How JayStar Helped NPMHU Replace an Aging System to Modernize Daily Operations and Control Runaway Costs

The Challenge:

NPMHU is the national headquarters of a large union comprising around thirty-seven locals. The systems in use were largely outdated with little documentation from the previous software supplier. There were various "work arounds" of a manual nature to augment the central (mainframe) system, and overhead was significant due to the high maintenance burden placed on the administrative staff.

Adding to the workload was the fact that the union administers a benefit plan which was offered not only to the members of the union but to other Federal Government employees as well. The collection of these funds from individual members and the associated manual processes had created an administration problem for the staff that was extremely unwieldy and burdensome.

NATIONAL POSTAL MAILHANDLERS

NPMHU
National Postal Mail Handlers Union

Industry
Public Service

Number of Locals
37

Number of Members
40,000 full members
140,000 associate members

Number of Staff
5

**JayStar Solution**
Customized PRIZM® software

Choosing PRIZM

Based on excellent recommendations from other unions using JayStar as a solutions provider, NPMHU selected JayStar to provide a comprehensive solution to these challenges.

Employing their in-house expertise, JayStar interpreted the existing legacy RPG code and data. Augmented by the knowledge of union staff, JayStar arrived at a comprehensive understanding of the existing functionality. This also provided a road map for data migration to the JayStar PRIZM system.

After this was achieved, detailed documentation for the proposed incoming system was prepared in accordance with Software Development Life Cycle (SDLC) best practices. In addition, prototyping was used to demonstrate concepts to the NPMHU staff involved in the project management.

The incoming systems design included significant customizations to the "standard" *PRIZM* product to accommodate NPMHU unique requirements.
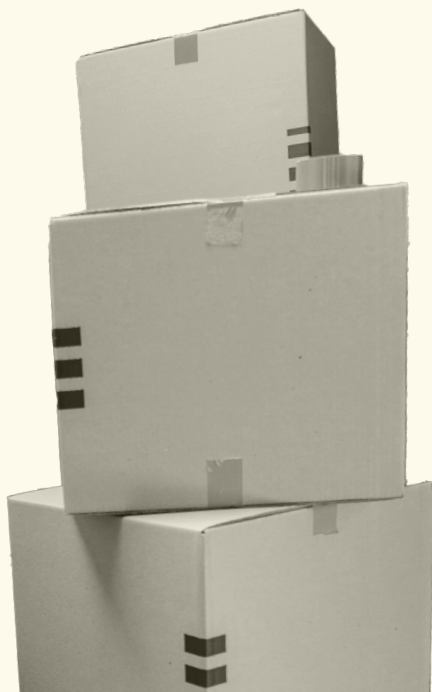
Results

A new, streamlined, modern system was created and implemented at NPMHU with the following benefits:

- Elimination of many disparate processes

- Reduction of manual effort

- Expense reduction in the payment of amounts to outside vendors whose services were no longer necessary

- Staff time could be more efficiently devoted to core union missions and member services rather than burdensome clerical work

- Revised and improved workflow in a more integrated systems environment

About NPMHU

NPMHU, the National Postal Mail Handler's Union, is headquartered in Washington, D.C. with a small dedicated staff and membership of approximately 180,000 working and retired government employees across the US and overseas. In addition to their headquarters, NPMHU has 37 autonomous locals nationwide.