

“It’s alive: Tourtellotte Solutions resurrects sourcing product

When Inovis acquired QRS in 2004, retailer clients of the long ignored sourcing product were skeptical about its future (see the AMR Research Alert article “Inovis Completes QRS Acquisition: And What Will They Do With Sourcing?”). But a sense of cautious optimism prevailed when Tourtellotte Solutions, a boutique customer development shop in the Northeast, purchased the assets a year ago. It inherited a software product with many high-profile retail clients, and retooled its organization to one that develops and markets software from being primarily focused on services. For Tourtellotte, turning underserved software around was not a new problem to solve: it cut its teeth by taking over projects that went awry and getting them back on track through regimented software engineering practices. The company has been able to maintain most of the client base by responding to requests for long needed improvements to the software. While enhancements are fairly straightforward, such as e-mail alerts with embedded Excel spreadsheets, printable screens, Sarbanes-Oxley Act (SOX) compliance, and web-enabled transaction screens, it has provided clients the ability to better utilize the application and become more productive.

We are not declaring Tourtellotte the defined leader in the product development and execution space, but its responsiveness to clients has been well received. This will position the company well as it attempts to migrate existing customers to the new 7.0 release. This web-based version, with extensive user interface and rules-based engine enhancements, should help Tourtellotte Solutions compete more aggressively against its foes like ecVision, Eqos, Freeborders, Jesta, NGC, and Tradestone.”

Source: Janet Suleski, AMR Research, “Retail Random Notes for April 6, 2006.”

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