



System Soft Technologies, a leader in enterprise IT services, solutions and products, is a global technology firm founded in 1999 and headquartered in Tampa, Florida.

For more information: <https://sstech.us/>

CASE STUDY

Houston Business Development, Inc

Heroic team steps up to deliver when it mattered most. Innovative thinkers who are willing to do what it takes to help those in need.

OVERVIEW

Local CDFI Becomes Community Hero

The pandemic gave no warning. Local citizens were left with no way to support their businesses and keep the lights on. While many **other CDFIs sat on the sidelines** or helped only medium-sized to large businesses, HBDI took on the challenge to deliver funds to local businesses, which needed them most.



CHALLENGE

To create customized, compliant and secure grant portals for local communities on short notice, with no IT experience and limited staff, while navigating the ever-changing rules for distribution.

TIGHT TIMELINE



HBDI only had a **10-day notice** to create a plan and distribution method to help those businesses and residents in the community.

COMPLEX ORGANIZATIONAL SETTING



Numerous stakeholders emerged during the project, affecting functional requirements, data needs and reporting.

ZERO IT EXPERIENCE



A limited staff and leadership, with **zero IT experience**, were tasked with creating a solution for this complex problem.



RESULTS

With zero errors in security and compliance, despite a small launch window, HBDI was able to help thousands of local citizens.



6.8 Million

combined pageviews between two portals in first few weeks



20,000+

applications processed since portals launched



\$60+ Million

in grants distributed to the local community

SOLUTION

First, a focused plan launched applicant intake portals, while customizing the back-end distribution during applicant intake. The agility of System Soft and the Citizen Developer software development platform allowed quick alignment for the diverse requirements of data needs and reporting to outside auditors, political factions, grant applicants and internal processors. The grant money was then funneled through complex distribution guidelines to the businesses that most needed it.



MONSTER AGILITY

With a **10-day notice**, HBDI launched two fully customized grant portals to intake two different programs.



ROI THROUGH AUTOMATION

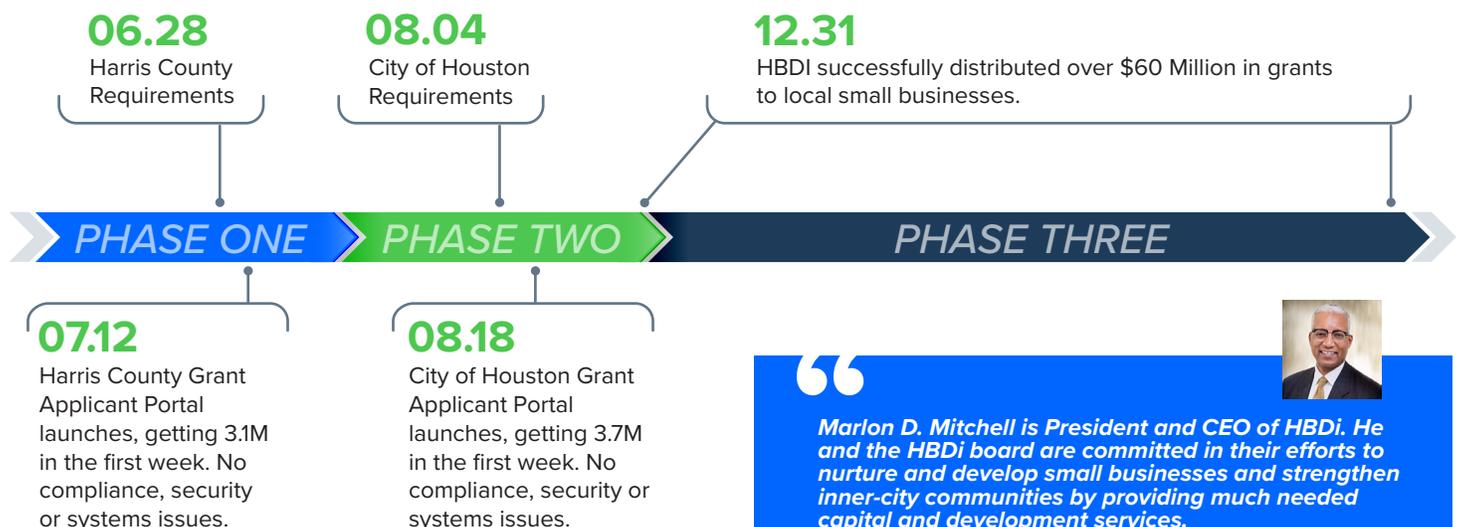
\$60 million in funds were quickly distributed through **nine full-time HBDI employees** and temporary staff.



LEADERS IN IT INNOVATION

Without prior IT experience, **HBDI now owns a cutting edge product** it can reuse again and again.

TIMELINE MILESTONES



Marlon D. Mitchell is President and CEO of HBDi. He and the HBDi board are committed in their efforts to nurture and develop small businesses and strengthen inner-city communities by providing much needed capital and development services.