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## Success Story #68

### Client

National Waste Removal Services Firm

### Problem

The client wanted to consolidate their multiple CRM and Billing Systems onto one platform. PeopleSoft CRM8.4 and CIS8.1 was their ERP choice. One of the problems was how to integrate their existing centralized Large Customer CRM and Billing System into this new platform without disrupting their Large Customer service and billing. The existing Large Customer CRM and Billing System ran on a separate box in a separate environment and different database in a remote location outside the corporate facility.

Business Solutions was asked to provide key resources with a current understanding of the CRM and Billing System as Subject Matter Experts (SME), Business Analysts, Technical Leaders, and Project Management to this PeopleSoft effort.

### Solution

Two overall project constraints included phasing the roll-out of the new CRM and Billing System across the country over an 18 month period while converting the Large Customer CRM and Billing Systems during the first conversion.

Business Solutions resources were instrumental in defining the approach and architecture of a transitional system that would maintain the Large Customer Account and Billing service levels required until the new PeopleSoft CRM/Billing System was fully implemented.

The requirements for this transitional system were: 1) seamless integration with the Peoplesoft CRM/CIS system under one portal, 2) inclusion of key billing, billing compliance and auditing functionality, and 3) development of essential revenue monitoring and customer billing reporting.

Because of our proven ability to design and implement large scale solutions, Business Solutions expertise was instrumental in delivering the first release of this application on schedule with very positive end user feedback.

### Technology Applied

People Tools 8.16.07 and 8.40.04, Peoplesoft CRM8.4 and CIS8.1. DB Links, PLSQL, Application Engine, Oracle and Unix.

