



Experienced Consultants | Custom Software | Proven Results

## Success Story #20

### Client

National Waste Removal Services Firm

### Problem

The client was running reports on their accounts receivable data and sending them in paper form to their high-profile, large corporate customers to assist in managing ongoing relationships. Once the reports arrived onsite at each customer's central office, they were broken out and the appropriate pieces shipped to the applicable internal facilities. As the professional services firm grew, so did the amount of data in their billing system – increasing the time spent running the reports. Likewise, as their customers expanded, the need for additional data tracking and reporting became evident. It was decided that the report distribution method was too resource intensive, and Business Solutions International was called in to improve the efficiency of the process.

### Solution

Given the large-scale reporting needs, Business Solutions proposed the creation of a web application that would allow the customer access to their operational data via a secure connection to the client's extranet. This solution provided the richness of current database software combined with the ease of use of the latest in web technology. Since customer-facing sites were already present on our client's servers, the look and feel of the new site needed to match so the customer would have a common experience with each visit. Security on the extranet was designed so that customer personnel had access to only their own facility data while corporate staff members were able to view and report on all elements.

Together with the client and their customers, the Business Solutions team established key performance indicators (KPIs), and was able to highlight customer facilities that were meeting or exceeding expectations as well as those that were under-performing. As a quality control mechanism, site design allowed for the client to review and approve report data before the customer was able to access it. The initial pilot site was up and running in 10 weeks, and solutions to subsequent data needs were deployed on the existing system with minimal downtime. Because of our proven ability to design and implement large scale solutions such as this, Business Solutions is currently under an outsourcing agreement under which we are the only IT resource for the client's national sales and service center.

### Technology Applied

ASP pages, JavaScript, Microsoft SQL Server

