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VULCAN News

Vulcan Solutions Implements Microsoft CRM for the Road Safety Authority (RSA)

The Road Safety Authority (RSA) recently commissioned Vulcan Solutions to provide a customised CRM solution to help them manage their Driver Certificate of Professional Competence (CPC) program.

As the certification body in Ireland for Driver CPC's, the RSA requires a CRM solution that will manage the whole process involved in candidates first applying for their Driver CPC through to the actual issuing or renewal of their Driver CPC qualification and card. Vulcan Solutions have been appointed the sole vendor for this system development and implementation project.

Working under the auspices of the Irish Government's Department of Transport, the RSA is charged with improving road safety throughout Ireland. Part of the RSA's remit involves the testing and certification of professional drivers across the country. Under the EU Directive 2003/59/EC, all professional drivers within the EU will be required to obtain a Driver CPC after the 10th September 2008.

In order to ensure that it can set and maintain high standards of safety and driving among Ireland's professional driving community, the RSA plans to have an adequate system in place to manage its' Driver CPC program by the September deadline. Vulcan Solutions are working hand-in-hand with the RSA to bring this about. Our solution, which will be built on the Microsoft Dynamics CRM 4.0 platform, will involve the provision of a full range of implementation services; customisation, integration, implementation, training and support.

Dynamics CRM is a complete customer relationship management solution, and includes a development tool-set to enable the rapid development of bespoke customer-centric solutions. Dynamics CRM provides a solution that is both adaptable and flexible for future growth and systems integration.

Vulcan Solutions has been working with the RSA on various projects over the last 12 months. We have integrated Dynamics CRM with the Prometric Theory Testing system for Approved Driving Instructor (ADI) Theory Tests and are currently integrating the Road Haulage Enforcement system with the National Vehicle and Driver File (NVDF) for both driver and commercial vehicle updates.

Our relationship with the RSA was recently featured in a special report on CRM software, for the private and public sectors, in the Irish Independent's monthly technology supplement, Digital Ireland. The full article can be viewed on our website.



Microsoft
Dynamics™ CRM 4.0

Microsoft

vulcan
s o l u t i o n s

Vulcan House, Parkmore East Business Park, Galway, Rep. of Ireland.
T: +353 (0)91 781781 E: sales@vulcan.ie W: www.vulcan.ie

Microsoft
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Partner