

Vulcan Solutions Implements Microsoft Dynamics 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.

Vulcan Solutions Case Study



The Requirements for RSA

The “Driver Certificate of Professional Competence” (CPC) programme seeks to standardise and improve driving standards among professional drivers across the EU. As the certification body in Ireland for Driver CPC’s, the RSA required a custom software solution that would manage all of the data and all of the administration processes for this programme. 70,000 professional drivers throughout Ireland will apply for their Driver CPC’s through this system. This solution would enable RSA to review applications, schedule training and testing, provide certifications, manage cancellations and renewals, and provide a range of associated customer service activities.

The key requirements of this project included:

Solution - The provision of a scalable, highly customised and integrated solution, on a proven platform.

Services - The RSA required a range of system implementation services including project management, business analysis, software development, systems integration and training.

Timeline - This project was to be implemented within a very aggressive time-scale. The chosen vendor(s) would have approximately 10 weeks to provide the core elements of the solution.

“With this CRM system in place, the RSA can record and track applications, licence categories, exam status, results, payments, documentation, renewals and more for all driving instructors in Ireland”.

Cian McNamara
General Manager,
Vulcan Solutions

About the Road Safety Authority (RSA)

Working with the support of the Irish Government’s Department of Transport, the RSA is charged with improving road safety throughout Ireland.

The RSA’s remit includes:

- o Accident and road safety research.
- o Driver testing and licensing.
- o Vehicle standards.
- o Road haulage enforcement functions.
- o Registration of driving instructors.
- o Driver vocational training.
- o Compulsory basic training for motorcyclists.

About the Driver CPC Program

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 are required to obtain a Driver CPC after the 10th September 2008.

Microsoft
GOLD CERTIFIED
Partner

vulcan
s o l u t i o n s

“This CRM system will support the RSA in delivering a critical service, a service which will help to improve road safety in Ireland. We are proud to be a part of that process”.

Aaron Keane
Senior Project Manager,
Vulcan Solutions

About Vulcan Solutions

Vulcan Solutions deliver business applications, custom software solutions, CRM solutions and technology consultancy to private and public organisations across Ireland. We also provide a range of software services including customisation, integration, implementation and support.

The Implementation

The solution was delivered on the Microsoft Dynamics™ CRM platform, a proven application delivery platform that is used by more than 600,000 people at more than 14,000 organisations worldwide.

VS provided a highly customised solution that:

- Integrates with Driver Testing systems, Prometric Test environments, 3rd party electronic card providers, and approved CPC training centres.
- Provides full workflow capabilities around the granting, revoking and administration of CPC qualifications.
- Provides correspondence and document management facilities.

The project comprised approximately 400 man-days of work for VS, across a range of implementation services including project management, software development, systems integration, training and support.

The project structures and communications channels were highly flexible to allow the development team to:

- Develop the solution rapidly.
- Work effectively and efficiently with the many parties involved.
- Accommodate any essential change that arose during the project.

The Results for RSA

The project was delivered on time, on budget, and per specification. Benefits provided are above and beyond those anticipated by the RSA, and these were delivered within cost and time constraints. Microsoft Dynamics™ CRM, is now adopted as an application delivery platform for future tactical and strategic application requirements at the RSA.

vulcan
s o l u t i o n s

Vulcan House,
Parkmore East Business Park,
Ballybrit, Galway.
Tel: +353 (0)91 781781 / (0)1 5227090
Fax: +353 (0)91 781788
sales@vulcan.ie

Microsoft
GOLD CERTIFIED
Partner

