

Case Study

TECHSYS consolidates disparate systems and increases ROI with new Operational System

Operational Support

TECHSYS delivered a solution that drastically improved the efficiency and effectiveness of scheduling and tracking resources and employees

Services featured

- Project Leadership
- Logical and Physical Database Design
- Business Analysis
- Requirements Gathering
- Application Design
- Application Development
- Testing
- Training and Mentoring
- Maintenance

Technology

- PowerBuilder
- PowerDesigner
- Sybase
- AIX

This company, a significant provider of transportation serving thousands of destinations with daily departures, saw the potential to maximize the return on investment (ROI) of its disparate systems by creation of a centralized operational application. TECHSYS helped this client to realize this vision. Today, the Operations unit of this company uses this system nationwide for scheduling and tracking the day to day operations of its fleet.

The business issue

This client is a major provider of transportation, serving more than 3,100 destinations with 16,000 daily departures across North America.

Traditionally, they relied on paper documents and phone conversations to track and schedule their fleet and operators throughout the United States and Canada. This process proved to be very cumbersome and inefficient, resulting in misinformation, delays, and coordination problems between locations. Several of the locations had their own isolated tracking systems, and some locations had no system at all. The existing systems did not interact with each other and could not be accessed globally by other independent subsidiaries.

What this client needed was a modern, efficient system for coordinating and tracking its resources across America – one that could control costs and insure rapid, reliable access to mission-critical information. So TECHSYS assisted in implementing an Operational Support system, which would help minimize the company's cost burden while maximizing the value to its customers. Due to successful and cost beneficial implementations of previous systems, the company looked no further than TECHSYS.

Our approach

The first step in providing for a successful solution was to perform analysis and assist the client in the requirements gathering for the system. This involved helping to capture and define the business requirements and analyze the current business processes associated with existing operations,

Operational Support

TECHSYS set out to define a clear, intuitive solution and create an efficient and easily manageable process while achieving an enhanced user experience, with less manual effort.

- Improved navigation and quality input
- Definition of user responsibility
- Creating a positive user environment

“Thanks to your hard work and dedication, we continue to see good sales growth, Keep up the good work.”

- COO

as well as new desired functionality. Logical and physical database designs were created as well as prototypes based on these requirements for review by the user community to ensure goals and guidelines were being met. Standards for development were created for all development teams to abide by. Using TECHSYS resources in conjunction with the client’s employees, the application was developed in a timely manner with emphasis on code reusability and ease of maintenance. TECHSYS expertise was transferred to the client’s employees throughout the project through formalized training classes and one-on-one mentoring.

The results

With the Operational Support system, employees no longer have to physically contact other locations for tracking or assigning of resources, and information can be analyzed on a global level. The system tracks and assigns inventory, both company and rental, to schedules, and maintains detail information and state requirements, including maintenance tracking. It also provides tracking and assigning of both company employees and part-time operators to schedules on a national basis. It allows users to locate operators anywhere in the nation, along with maintaining employee hours, DOT requirements, possible oversupply or shortfalls, and employment status. In addition, it keeps history of all assignments and employment statuses for future planning purposes. Information is immediately available and inventories are kept up to date.

Now, employees can access thorough, up-to-date operational information from any location, at any time. Beyond enhanced data availability; the solution provides greater visibility into operations and an arena for greater collaboration throughout the various company locations. Additionally, the application enabled the company to greatly simplify operations. Thanks to TECHSYS, what used to be a scheduling nightmare has become an efficient and easily manageable process.



Case Study

TECHSYS helps financial services firm bring outsourced system in-house.

Credit Card Processing

Services featured

- Application Architecture
- User Interface Design
- Application Design
- Database Design
- Testing
- Training and Mentoring

Technology

- Visual Studio
- C#.Net
- SQL Server
- Visio

This services firm provides credit and debit card, payroll, and related processing services to a wide variety of merchants throughout the United States. The Company used a third party vendor to handle all its data processing needs. In order to cut costs and respond the users demand for quick turnaround time when implementing changes, the company decided to bring those services in-house. TECHSYS answered the company's call for assistance in this endeavor and today they handle all their processes internal realizing extraordinary cost savings and end user satisfaction.

The business issue

This client provides credit and debit card, payroll, and related processing services to restaurant, hotel, and retail merchants throughout the United States. They provide services to over 110,000 merchants with 1010 sales representatives and more than 600 employees in operations, information technology, marketing, administration, and management positions. As one of the nation's leading independently owned payment processors, they handle all elements of both credit and debit card transaction processing offering a host of services that make one-stop payment processing a reality for merchants. Additionally, the company provides the services for fraud monitoring, resolving disputed transactions, monthly statements, applications for restaurants and hotels/resorts and automatic or manual batch closings.

Traditionally, the client used an offsite vendor to handle all of its processing needs. Any change needed to improve or enhance the system had to go through this third party, which resulted in lengthy turnaround time for implementing these changes. In addition, significant expenses were being incurred due to an expanse of business in the credit card processing arena and changing functionality of the systems themselves.

What the client needed was assistance in bringing their mission critical systems in-house. They engaged TECHSYS as its partner of choice for guaranteeing a successful implementation of this magnitude.

Credit Card Processing

TECHSYS Business Solutions – *Making
Business Systems Work Together*

Our approach

In an undertaking of this enormity, successful architecting of the system is paramount, due to the high volume of transactions and response time needed by the user community to stay competitive in the marketplace. TECHSYS architected and implemented a multi-tier design methodology with high performance in mind while at the same time allowing for ease of expansion and scalability. This framework was developed to address object oriented methodologies and standards implementation. Using the business rules provided by the company's business analysts, the application was developed using an iterative approach with constant input from the client team. In addition to migrating over existing functionality, new functionality was also furnished to enhance the user experience and satisfy the business requirements, including statistical reports and more detail information available to the customer. Middle tier and data layer objects were developed to provide the basis of functionality, and data transfer objects were developed to reformat the credit card information into structures readable by the major credit card companies. Also, the system interfaced with many other internal systems, as well as Microsoft Great Plains accounting software.

Since the client has over 120,000 customers that would be impacted by the implementation of this system, a staged approach was taken. Each month, a new set of customers would be brought on line after thorough evaluation of the results of the migration. Care was taken to include all levels of IT involvement as well as the user community to guarantee a successful implementation. During the implementation, the application was converted from ASP.Net 1.1 to ASP.Net 2.0, Visual Studio 2003 to Visual Studio 2005, and SQL Server 2000 to SQL Server 2005.

The results

As a result of TECHSYS' involvement in the project, tremendous cost savings were realized by the client and the implementation was achieved in an expeditious manner due to the successful staged approach, without burdening the customer base with downtime. With the changes implemented by TECHSYS, the client realized a tremendous gain in execution time and operational efficiency. Now in control of their own internal system, the IT department is able to deliver changes requested by the user community in a short time span. And system expansion can take plan with a reduced amount of effort now and in the future.

