

## CASE STUDY

# Training System for Compliance and Operator Qualification Service Provider

### Client

The client is one of the national leaders in regulatory compliance for Operator Qualification (OQ), Contractor Prequalification, Contractor Safety Management, Insurance, Financial Reporting, and Drug and Alcohol (D&A) Services. Client provides software systems and services to manage employee and contractor qualifications, policies and program requirements, and training programs designed to keep your evaluators and contractors up to date on current standards.

Client serves customers in the oil & gas, utilities, distribution and power generation industries, for both operators and contractors.

### Customer Challenges / Business Needs

With a need to support and launch a number of new training and testing services to address recent regulations and to address new opportunities, client needed several functional additions to their core software platform.

These widespread changes and enhancements to the software platform need to be done in an expedited time-line while ensuring consistent and reliable functional behavior and user experience. With a high rate of functional additions, the quality initiatives needed to ensure there was no regression.

With the increased business volume, the client needed to optimize and integrate all the back office processing to automate invoice generation, payment processing, and provisioning.

### The Solution

Trigent created a stable development process based on scrum that will help client accelerate time-to-market, increase productivity and respond swiftly to changes in the market. The scrum development process also was well integrated with a multi-faceted QA methodology. These ensured stability of the SaaS based product, while the team added functionality at a rapid pace.

Trigent team introduced a number of third party components such as shopping cart, invoice / bill generator and payment processing gateway. Custom development ensured these components are tightly integrated with consistent user experience.

### Technology

- ✓ ASP.NET
- ✓ C#, VB.NET
- ✓ Telerik Controls
- ✓ JQuery
- ✓ Microsoft SQL Server
- ✓ Microsoft Dynamics GP
- ✓ Authorize.Net

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Integrations with the in-house packaged accounting software, Microsoft Dynamics GP, resulted in online payment and purchase information flows to the back office systems reducing the time to process transactions.

A well-integrated shopping cart and cross promotion system allowed users to buy training and certification programs with ease and increased the revenue.

### **Client Benefits**

Trigent team helped client deliver all the functional features within the timeframe demanded by the marketing team. The integrations with the back office Microsoft Dynamics GP resulted in reduced operational overheads and reduced cash realization timelines. Customers enjoyed the benefits of ability to pay by credit card, e-check or paper checks. With highly scalable and performing architecture, the system was able to support over 45,000 registered users.