

# Delivering Enterprise-Scale Business Applications on Microsoft Platforms

**Microsoft**  
**GOLD CERTIFIED**  
*Partner*

**XRM**  
**One Platform**  
**Many Applications**



 **Microsoft**  
**Dynamics CRM**

 **Microsoft**  
**SharePoint**

## Our Company



Established in 1989, Vulcan Solutions is an Irish-owned software solutions company. As a Microsoft Gold Certified Partner (since 2005) with certified competencies in Customer Relationship Management, Portals & Collaboration and Software Development, Vulcan Solutions specialise in the provision of enterprise-scale business applications on the Microsoft Dynamics CRM and Microsoft SharePoint platforms (xRM).

## Innovative Solutions

**xRM**  
One Platform  
Many Applications



### Enterprise-Scale Business Applications

Vulcan Solutions deliver custom integrated line-of-business (LOB) applications on the Microsoft Dynamics CRM and SharePoint platforms. We have implemented a wide range of xRM solutions for our clients in the private and public sectors, including Case Management Solutions, Registration Systems, Licensing Management Systems, Training & Certification Systems, Freedom of Information (FOI) Management Systems, Helpdesk Solutions and many more.

### Components & Frameworks

Vulcan Solutions has developed a range of reusable components and frameworks that extend the capabilities of the Microsoft CRM platform. These components include solutions for batch processing, management of record locking, auditing, enhanced security, web portals, application performance tracking, and a rules framework.



### Vertical Solutions

We provide vertical software solutions for the Financial Services sector on our own proprietary platform. These include the Vulcan Loan Management System and the Vulcan Insurance Policy Management System. Vulcan Solutions are also partnered with the ICE Group in the development, deployment and support of their ICE Cube.Net business system for the Credit Union sector.



## Complete Service Offering

We offer a complete portfolio of services to manage a software project from concept through development to production:

- Business & Technology Consulting.
- Requirements Gathering & Business Analysis.
- Solution Design.
- Software Development.
- Systems Integration.
- System Implementation: UAT, Data Migration & Training.
- Support and Maintenance.



## Proven Track Record

Vulcan Solutions is an expert and proven Microsoft vendor with a 20+ years track record of system implementation success. We have experience of delivering and supporting mission-critical and enterprise-scale business applications to major organisations at home and abroad (Ireland, UK & US). We have a track record of partnership, commitment and delivery. Our clients include the Road Safety Authority (RSA), the Private Residential Tenancies Board (PRTB), NUI Galway, Tipperary Institute, Marsh Ireland, Marsh UK, AIB, One Direct (An Post), Postbank and Hibernian Aviva.

## Why Vulcan Solutions?

### Experience

We have unique and reference-able experience in the delivery of enterprise-scale business applications.

### Technical Expertise

Vulcan Solutions is an innovative organisation with broad and deep technical expertise. As a software house, specialising in Microsoft-based solutions, we have an expert and certified team of IT professionals.

### Intellectual Property (IP)

Our reusable CRM components and frameworks are incorporated into our solutions to reduce cost and risk for our clients.

### Partnership

We develop flexible, value-adding, and lasting partnerships with our customers, to ensure mutual success.

**www.xRM.ie**   
One Platform. Many Applications



## Success Stories



### Road Safety Authority (RSA)

Working with the support of the Irish Government's Department of Transport, the Road Safety Authority (RSA) is Ireland's primary road safety organisation and an official statutory body tasked with reducing the number of deaths and injuries on Irish roads. Employing over 300 people, the RSA coordinates driver testing and licensing, road safety, research and driver education, and vehicle standards and enforcement across Ireland.

In 2007, Vulcan Solutions implemented Microsoft Dynamics CRM for the RSA at its offices in Ballina, County Mayo. Since then, Vulcan Solutions has worked with the RSA to provide a range of custom, integrated business application solutions on this proven platform, including:

- Approved Driving Instructor (ADI) solution,
- Road Haulage Enforcement (RHE) solution,
- Certification of Professional Competence (CPC) solution,
- Communications Management System (CMS).

### Private Residential Tenancies Board (PRTB)

Employing over 70 people in Ireland, the PRTB is an independent statutory body whose responsibilities include:

- The operation of a national registration system for all private residential tenancies.
- The operation of a dispute resolution service involving mediation or adjudication and tenancy tribunal hearings.
- The provision of information, carrying out of research, and the provision of policy advice regarding the private rented sector.

In 2009, the PRTB went to market for a custom, integrated information system (Tenancies Management System) and associated services to support its key business functions. The chosen system would have to be capable of managing the PRTB's business processes in relation to the tenancy registrations and disputes of the 350,000 tenants and 100,000 landlords registered in Ireland.

Vulcan Solutions delivered the Tenancies Management System on the Microsoft Dynamics CRM platform. This enterprise-scale solution, which caters for the registration, registration enforcement, disputes, tribunals, and financial processes within the PRTB, is transforming the PRTB's working environment, leveraging modern technologies to provide a streamlined and customer-friendly operation.

### Marsh

Marsh has selected Vulcan Solutions as a strategic partner within the EMEA region to deliver business critical applications on the Microsoft Dynamics CRM platform. Vulcan Solutions has worked with Marsh to provide a range of custom solutions on this proven platform, including:

- Affinity Scheme solution, a sales and administration system for Marsh's affinity business for life assurance schemes in Ireland.
- Domestic Emergency solution, a policy and claims management system for domestic emergency insurance business at Marsh UK.



Customer Relationship Management  
Portals and Collaboration  
ISV



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