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# VULCAN News

## Vulcan Solutions Delivers Award-Winning Solution To Enable Government To Streamline Services

Vulcan Solutions, has been given a big thumbs-up by its industry peers following last week's announcement that it was to be this year's recipient of the ITAG 'IT Project of the Year' Award. Vulcan Solutions was awarded the prize at the 2010 ITAG Industry Awards at Hotel Meyrick, Galway on Friday 26<sup>th</sup> November. They received this recognition for their successful delivery of a substantial software project for the Private Residential Tenancies Board (PRTB), the statutory body responsible for the operation of a national registration system for all private residential tenancies, and a dispute resolution service for tenants and landlords.

This project involved the delivery of the Irish Government's Tenancies Register (Tenancies Management System) at the PRTB, incorporating a CRM system, document management system, and an online registration system at [www.prtb.ie](http://www.prtb.ie). This solution is built on an integrated Microsoft technology stack with Microsoft CRM and Microsoft SharePoint at its core, and incorporates a suite of Vulcan's own components and frameworks to extend the capabilities of these platforms. As part of the system implementation, Vulcan Solutions migrated 2 million records from the PRTB's legacy system into the new Tenancies Register.

The Tenancies Management System, which is being delivered across two phases, is transforming the PRTB's working environment. It leverages cutting-



*Pictured (L-R) at the launch of the PRTB's Tenancies Management System in the Custom House, were Tony Johnstone, Operations Director, Vulcan Solutions, Anne Marie Caulfield, Director of the PTRB, Minister Michael Finneran TD., Minister for Housing & Local Services at the Department of Environment, Heritage and Local Government, Orla Coyne, Chairperson of the PRTB, and Cian McNamara, Managing Director, Vulcan Solutions.*

edge technologies to provide streamlined and customer focused services to the 100,000 landlords and 350,000 tenants registered in Ireland. Customer service is improved through the provision of a secure online registration portal for landlords and agents, and by providing the PRTB staff with a Single Customer View across all activities. Productivity improvements are delivered through the replacement of paper-based registrations with online registrations, providing a bulk data loader to accelerate data input for manual registrations, and providing a document management system that incorporates OCR/ICR scanning functionality.

Commenting on the success of this system implementation project at the PRTB's official launch event in the Custom House this month, Minister Michael Finneran TD., Minister for Housing & Local Services, said "As a proud Roscommon man, you will allow me to express quiet satisfaction also that the successful tenderer in this innovative ICT project was an indigenous West of Ireland company, Vulcan Solutions of Galway...Online registration is now a reality for the PRTB and I have had first-hand accounts that the process is clear and easy to use".

This project has received significant interest from other government departments. Minister Finneran said "I understand that this project is being viewed by the CMOD Division of the Department of Finance as something of a flagship project where innovative technical solutions are allied to genuine Public Service inter-agency information-sharing and cooperation".

Vulcan Solutions worked closely with the PRTB's ICT unit to successfully implement this large, complex and multi-stakeholder project. Orla Coyne, Chairperson of the PRTB said "Vulcan only started work last January of 2010, and less than 10 months later have delivered a major aspect of the project. So clearly, they were the right choice...we look forward to continuing our close working relationship with Vulcan to bring in the remaining aspects of the project".

Working closely with their partners, Unity Technology Solutions and Microsoft, Vulcan Solutions strengthened the solution delivered to the PRTB by deploying some of Microsoft's latest technology platforms, which included Windows 2008 R2 Hyper-V R2 and Microsoft System Centre Data Protection Manager 2010. Unity Technology Solutions provided a key contribution to this project, by establishing a state-of-the-art solution topology and developing an effective disaster recovery strategy.

Cian McNamara, Managing Director, Vulcan Solutions explains the company's strategy "We enable organisations such as the PRTB to leverage Microsoft's integrated technology stack to develop world-class software systems. The Tenancies Management System that we have delivered to PRTB demonstrates the substantial productivity improvements that can be achieved through the successful implementation of software technology. Receiving the approval and admiration of our industry peers for this work is a big boost for all of our team who worked so hard on this project".



## ABOUT VULCAN SOLUTIONS

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 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, Helpdesk Solutions and many more.

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.

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



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

**Customer Relationship Management**  
**Portals and Collaboration**  
**ISV**

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