



## Success Story

### WIND RIVER ENVIRONMENTAL (WRE) USES TBG SERVICES TO IMPLEMENT THEIR INTRANET APPLICATION

**W**ind River Environmental is America's largest non-hazardous waste water disposal company servicing both residential and commercial markets. They strive to provide highest quality service and maintenance round the clock.

With its massive expansion plan by the acquisition of disposal companies all across the country, they were in a critical need to develop an Intranet solution for tracking the entire process.

WRE were using a legacy system that was developed using Microsoft Access that did not have the ability to scale up to their requirements. This was the reason; TBG expertise was sorted to weigh in the pros and cons of developing an Intranet application.

It was mutually agreed that WRE with its continuous expansion of its services across various states, needed an application that is robust, scalable and compatible to its growing needs, while optimizing the efforts with effective economies of the business. It was found that a web based application is the best solution to overcome the growing data, users and business needs with the existing client server application at one particular location.

#### Project Description

WRE requirement was to develop a robust web application that is highly scalable at a relatively short time. The whole application includes the following complex modules:

- Customer Registration and Tracking Module.
- Work Order Process Module.
- Dispatch Module
- Accounts Receivable / Payable Module

In the beginning of the project, it was agreed that both WRE and TBG should work as a team to pull this project through in a relatively short period of time. WRE management assigned dedicated teams to help TBG engineers understand the business process and requirements of different heads of the department.

After an extensive requirement and Analysis, TBG developed a prototype that captured all the requirements of WRE. This was a model TBG evolved to capture the requirements visually before the actual development process.



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On sign off of the prototype, TBG developed an extensive database design that was robust and completely scalable. For quicker implementation and proven performance, TBG chose to implement a three tier architecture using Microsoft Technologies – Data layer using SQL Server v2000, Business Logic Layer using Visual Basic COM Components and Presentation layer using Microsoft Active Server Pages.

To meet the aggressive time line of 4 calendar months for the whole implementation and with the pressure of penalties if the deadline is not met, TBG ramped up their operations. A total 8 people (32 man months) of 1 project lead, 1 Architect, 6 developers were identified to deliver the project on time and with in the stipulated budget.

The Project was a resounding success. With all its complexities, WRE went online on the stipulated date. It was one other feather in the cap for TBG and in true sense built a ‘System that added value’ to WRE operations.

This application name ‘Martha’ has a renowned performance on Wind River’s business by increasing the ability to handle call center activities more efficiently and time effectively, connecting all of the WRE branches under one roof. Martha serves the New England, Long Island, Cape and Chicago regions, with a huge volume of user interactions as the customers are centrally located while the work orders i.e. service locations spread in their respective zones/divisions. Martha is one those products of TBG, which has been developed from its roots to the complete growth i.e. implementation in a very short span of time

## **About TBG**

Founded in 1988, The Boston Group (TBG) started out with a core business of providing software consulting and IT services to Fortune 500 and mid-market clients. Since then, TBG has expanded its range of services to include IT outsourcing, e-Learning, and a series of vertical market solutions, including e-governance. TBG today has a presence in five countries and serves clients in a broad range of industries, including pharmaceutical, financial, insurance, manufacturing, higher-ed, banking, and retail.

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