

## CASE STUDY



# Web Portal for Order Management

## Summary

Our customer is a leading provider of Environmental, Energy and Industrial services throughout North America. The company serves a diverse customer base across a broad range of vertical markets, which includes a majority of the fortune 500 companies, numerous federal, state, provincial and local governmental agencies, and over 200,000 small and medium sized businesses.

One of their business divisions deals in disposing used paint and its related products picked up from various locations and transported to different warehouses and recycling units. Vertex worked closely with the customer to develop a customized application for the end users to manage the request of drums for storing the paint and also other products for recycling.

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## Business Challenge

Our client had a common portal for the end-users who request pickup of various materials which include paints, oils and various other hazardous chemicals. The existing portal had a complex UI which was not user friendly and resulted in the end-users requesting the wrong containers and pick up times for the disposal of paint and its related products at their end. This led to return trips to the end-user's location with the correct containers once the mistake has been identified after the first trip, costing a lot of money to the customer for transporting the wrong orders of containers.

## Vertex Solution

Vertex worked closely with the customer and a new section was proposed and implemented for the end-users in the portal specifically for the paint and its related products. The solution was built using .Net and MySQL.

The new section was built incorporating several enhancements to refine the end-users based on corporate accounts and single user accounts. Further the end-user accounts were also classified into different types based on their need, which led to less confusion and ordering the correct containers for the paint products.

## Solution Highlights

- A separate section in the existing portal for paint and its related products.
- A customer specific customized web portal that allowed the customers easy access and a simple order form.

- The solution implemented had a separate login page, Order page and several other admin pages to help the client customize each page according to the requirements of the end-user.

## BUSINESS VALUE

- Eliminating wrong orders by the end-users for the containers.
- Reduced the transport costs for the client by scheduling the pickup times. Easy user Interface customized according to the end-user needs.
- Cut down on the number of support calls made by the client.
- Effective management of scheduling and pick up of paint products.

## About Us

Vertex is a CMMi Level-3 IT consulting organization that engages with its customers at a strategic level and provides 'thought leadership'. Vertex's team of Solution Scientists craft innovative solutions, with a holistic view, that make businesses smarter. Vertex acts as an advisory partner, aligning its offerings with the business goals and objectives of its customers.



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