

CLIENT:

The client is Large Federal Government Agency in Washington.

The project is outsourced from a Washington based services firm through our partner in Jamaica and operates on a nearshore /offshore model.



PROBLEM:

The data for instructors and facilities for Client Agency are not available in a central repository. They are available in individual Excel sheets or paper documents. The lack of consolidated information makes it difficult to report on current utilization levels and making projections for accommodating any accelerated training needs ("surge").

REQUIREMENT:

To build a database that will facilitate the process that the Client Agency uses to determine training logistical needs and associated costs for conducting the Basic Training Program for new Recruits. The function of the database will be to:

- Allow for the accurate cost calculation of additional training for Client Agency related items
- Determination of logistical requirements for training additional agents ("Surge")
- Understanding how many additional agents can be trained in any given time period
- Allow for a reporting function

SOLUTION:

A system that allows user to enter / import the Program and Course details offered at various Training locations and their current Inventory of facilities (classrooms) and instructors along with their available/ opening hours. A scheduling program then reports of utilization of the inventory. The program will report if any facility is under-used or additional facility is required or if any instructor is over-loaded or under-utilized.

The system will also do projections on "Surge Requests" where it will indicate how much additional resources (teachers & facilities) are required to accommodate a burst of training activity (additional students) within a specified time.

OUR ROLE:

Caribsoft India was responsible to design the Logistics Database, develop the application to capture /import the data and implement the scheduling and projection algorithm to allow the user to look at both current resource Utilization and Projected Surge requests.

TECHNOLOGY

Microsoft .NET/C# and SQL Server 2005 was used to develop the Web application that data entry screens, import facility from Excel, batch programs for scheduling and reporting engine for displaying graphs/charts. The scheduling algorithm uses advanced mathematical models to optimize projections.