



# R.B. Zack & Associates, Inc.

## Case Study: FuelTrac Admin App System

*SunWest Engineering Constructors, Inc. is the leading source for companies requiring professional fuel tank expertise with commitment and efficiency in all phases of the service monitoring, maintenance and repair complex compliance and innovative design.*

### **Challenge: Manage field service technicians off-line application from a central place**

The key to SunWest's business is to empower field service technicians with technology that facilitates their service visit and provides the corporate office with near real-time visibility into the work. Managing the FuelTrac Tech App from a central location was mandatory due to the fact that the service trucks, where the TechApp is located, do not come to the office on a daily basis. Additionally, with the complexity of the service being performed and the strict regulatory requirements imposed on SunWest, it is important to maintain strict control on the application that manages the service.

### **Solution: FuelTrac Administration Application**

When defining a solution for SunWest, RBZ&A identified the need to provide SunWest with full-control over how its service software is maintained. From service questionnaires to data entry forms to managing compliance documentation, the FuelTrac Admin App manages the FuelTrac Tech App from a central desktop application. RBZ&A used the Microsoft .NET technologies and developed the administration application using WinForms, and MS SQL Server. The application provides SunWest the ability to setup users, forms, questionnaires, agencies, and much more. The administration application we developed for SunWest is one of three components developed to automate the process of tracking the service SunWest provides its customers.

#### **Results:**

- A Central application for managing the field service operation
- Integrated user management security

#### **Technologies Used:**

- .NET Framework 3.5
- MS Visual Studio 2008
- MS SQL Express
- DotNet Bar

**For more information, contact us today at [sales@rbza.com](mailto:sales@rbza.com) or 310.303.3320.**

*"Working with R.B. Zack & Associates has been great! They continue to surprise me with how much they care about my business by providing solutions that work for us."*

Pamela Lawrence –  
President of SunWest