

Milrose uses SkyVisualEditor to transform the Salesforce platform to fit their business forms needs at a fraction of the time & cost vs. custom code

The construction industry is bristling with hundreds of regulatory paper forms which, along with Salesforce.com, are at the heart of Milrose Consultants Inc.'s new Business Platform called WAVE. When they scoped the functional requirements to replace the paper with working digital forms on their WAVE platform, they realized it would be too expensive to develop from scratch, and not scalable to maintain once live. CIO Michael M. Richardson took to the AppExchange, visiting partners in the expo at the Salesforce1 World Tour event in New York, NY where he happened upon the SkyVisualEditor booth as if it were meant to be. The TerraSky team was demonstrating exactly what Michael's developers needed - how to recreate a paper form as a Visualforce page using drag and drop design inside SkyVisualEditor's WYSIWYG Design Studio. After a quick but thorough evaluation cycle, they re-scoped the custom project to add SkyVisualEditor, realizing that they could only meet their go-live timeframe of 01-Jul-14 this way, and saving about 75% of the estimated alternative in-house development cost in the process! Milrose was then able to deliver 400 active forms on the Salesforce Platform in just 3 months thanks to SkyVisualEditor.

“...I can't imagine trying to use forms on the Salesforce Platform without SkyVisualEditor. Don't leave your developers without it!”



- Michael M. Richardson, Chief Information Officer

About Milrose Consultants Inc:

Milrose Consultants, Inc. was founded in 1988. Milrose began as a two-person firm which represented a mix of smaller architectural and engineering projects. Presently, Milrose employs over 170 people in 5 offices and handles all types of construction projects ranging from interior renovations to out-of-the-ground residential and commercial towers. Our services include code and zoning analysis, new buildings, alterations, permits, violation reports, violation dismissals, letters of completion, certificates of occupancy and certificates of approval. Milrose' focus is to offer leading corporations the ability to enjoy service delivery on an enterprise level similar to their own diverse operations.



Company Name:
Milrose Consultants, Inc

Location:
New York, NY

Website:
www.milrose.com

Services:
Building Code Consulting,
Zoning Analysis,
Municipal Filings &
Approvals, Metropolitan
Data Corp; subsidiary also
offers electronic
documents management

75%	Time Savings
\$150k	Cost Savings
100%	Municipality Acceptance

Challenge:

As part of its Lean Agile Business Transformation initiative, Milrose Consultants Inc. was engaged in an 18 month large scale development project to yield their new business platform, upon which the entire company would operate. With a Go-Live deadline of July 1st, 2014 and the requirement to model hundreds of paper forms on the platform, they scoped phase 1 of the project and found it would take about 6 months too long for their internal development team to create all 400 working digital forms from scratch using Visualforce code at an estimated a cost overrun of ~\$200k. They determined the project would simply be too expensive and time consuming to deliver and maintain over time this way. This implementation approach was therefore halted and their focus turned to solving the problem in a more effective way.

Solution:

Seeking an answer to their complex forms use case, CIO Michael M. Richardson discovered AppExchange Partner TerraSky, and their WYSIWYG for Visualforce solution, SkyVisualEditor. Milrose re-scoped the forms project with developers using SkyVisualEditor and the new estimate showed a drastically reduced scope, saving 75% of the estimated time and cost savings for just the first phase. Michael established a 3 person "Forms Factory" team of developers focused on modeling the paper forms as Visualforce pages using the design studio, thus breathing new life into their use of forms on the platform and an expanded vision of the possibilities that lie ahead.

Results:

Just three months after deploying SkyVisualEditor, the team modeled over 400 paper forms as working Visualforce pages inside their Salesforce-based WAVE Platform, which is also enabled for mobile devices. This mobile access allows them to enable executives & field representatives to be more productive and connected than ever before. They continue to add new forms regularly, with the expectation of building a library of 1200 - 1500 forms. Milrose credits SkyVisualEditor with already saving the company over \$150k in development costs, hundreds of hours saved in just phase 1.

The screenshot displays a web application interface for a 'NEW YORK CITY DEPARTMENT OF BUILDINGS' form titled 'Equipment Use Application/Permit'. The form includes a search bar at the top, navigation tabs (Home, Accounts, Contacts, Projects, Buildings, Proposals, Reports, Improvements, Change Orders), and buttons for 'Cancel', 'Save', and 'Generate PDF'. The form is divided into several sections:

- 1 Filing Status:** Includes a 'Job Number' field.
- 2 Type of Equipment:** Includes checkboxes for 'Heating', 'Ventilation', 'Air Conditioning', and 'Refrigeration'.
- 3 Location:** Includes fields for 'Borough' (Manhattan), 'Block' (00813), 'Lot(s)' (00016), 'BIN' (1015254), 'House No(s)' (1375), 'Street Name' (Broadway), 'Apt/Condo No(s)', and 'Special Place Name' (Floor(s) 21,23).
- 4 Applicant:** Includes fields for 'Last Name' (Sanchez), 'First Name' (Carlos), 'M.I.', 'Business Name' (Beta Group), 'Address' (228 E 45th street), 'City' (New York), 'Business Phone' ((212) 447-7338), 'State' (NY), 'ZIP' (10017), 'P.E.', 'R.A.', 'Other', and 'Lic. No.' (0).
- 5 Equipment Specifications:** Includes a table with columns for 'Item - Manufacturer/Trade Name', 'Floor', 'No. of Items', 'MEA Number or Serial Number', and 'Capacity: BTU/s/CFM'.

Improved Process and a much Greener Operation!

SkyVisualEditor helped Milrose Consultants' to quickly, and confidently enable adoption of their custom Salesforce-based WAVE platform for all their operating regions, covering hundreds of municipal authorities and simultaneously extending to mobile use since all forms are now available through iOS and Android devices. This aspect of the new platform functionality empowers every single employee using the customized WAVE platform daily. Digital forms can be rendered as pdf files for easy cloud storage and managed electronic distribution, streamlining processes throughout the company, eliminating even more paper, and putting Milrose in a better position to further lead their industry with technology and service delivery innovations.

TerraSky

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 SkyVisualEditor