

## Case Study for User Management System

### ☑ About Client

Abu Dhabi judicial Department of Abu Dhabi government was looking for portal application that enables their user to use electronic media to receive the services of the Judicial Department, and the Courts, in a fast and easy manner. Client also wants server application to manage their user and services requested by user.

### ☑ Application Understanding

Users Management system aims to identify and acknowledge the individual and business entities that interact with Customer and to grant a unified system access to authorized entities seeking services from Customer.

### ☑ Available Features

Users Management system is divided into two modules. UMS Admin and Portal UMS. Ums application is developed into two languages Arabic and English.



Users Management system includes the following key business processes:

## Client Registration process through Active Directory Server

- Register Client Profile: This is the primary process that registers client profiles and issues client code and initial online access details to prospective clients.
- Maintain Client Profile: This is the secondary process that allows registered clients and Client Service Representative to access client details and request additional eServices

Following images shows new client registration into Arabic language.

The screenshot displays the 'User Management System' interface for 'Emirate of Abu Dhabi - Judicial Department'. The main heading is 'نظام إدارة المستخدمين'. Below the header is a navigation bar with 'CSR' and 'Logout' options. The main content area is titled 'CSR - Business Client Registration' and contains several sections for data entry:

- Company Details:** Fields for company name, type, address, phone number, and fax number.
- License Details:** Fields for license type, area, company name, and license number.
- Company Authorized Person Details:** Fields for authorized person name and ID number.
- ID Details:** Fields for ID type (Military ID), ID number, expiry date, and gender (Male/Female).

At the bottom, there are buttons for 'Request e-Services Access', 'Back', and a 'Save' button. The footer contains the copyright notice: 'Copyright © 2011 Emirate of Abu Dhabi Judicial Department. All rights reserved'.

## Managing Eservice of ADJD Department provided for Customer

- Application provide following feature related to eservices
- Create and Manage Eservice Types and workflow groups
- Create and Manage Workflow Groups
- Associate eService types with workflow groups
- Add/Remove users to workflow group for getting access of eservices of eservices types
- Create and Manage Eservice of various eservice types
- Approve or Suspend eService access

Following figures shows list of workflow group and list of eservice.

The screenshot displays the 'User Management System' interface for the 'Emirate of Abu Dhabi - Judicial Department'. The page features a navigation bar with the following links: eService Management, User Management, Group Management, Search Profiles, and Logout. The main content area is titled 'Admin-List Groups' and includes a 'Create Group' button. Below this, there is a search field and a table listing three groups. The table has columns for 'Sl.', 'Group name', 'Group type', and 'Actions'. The 'Actions' column contains 'View' and 'Remove' links for each group. At the bottom of the table, it indicates 'Showing 1 to 3 of 3 entries' and provides navigation buttons: First, Previous, Next, Last.

Sl.	Group name	Group type	Actions
1	CSR Group	CSR	<a href="#">View</a> <a href="#">Remove</a>
2	BAM Group	BAM	<a href="#">View</a> <a href="#">Remove</a>
3	BA Group	BM	<a href="#">View</a> <a href="#">Remove</a>

Showing 1 to 3 of 3 entries

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إمارة أبوظبي - دائرة القضاء  
Emirate of Abu Dhabi - Judicial Department

User Management System  
نظام إدارة المستخدمين

eService Management   User Management   Group Management   Search Profiles   Logout

eService

Create eService

Show 10 entries   Search:

Sr.No.	eService English Name	eService Url	eService Type	eService Accessibility	eService Application	English Description	Actions
1	eServiceA	<a href="http://www.eserviceA.com">http://www.eserviceA.com</a>	eType A	Close	EService Testing		View Remove

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

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## Manage Client Request for eservices

- Register Client Request
- Generate workflow for client eservice request for CSR (customer Service Representative) BA (Business Manger) and BAM (Business Approver Manager)
- Validate Supporting Documents Request to Access Closed eServices
- Approve/reject Request to Access Closed eServices
- Search Profiles & Search submitted eServices for client
- Access eservices for client

## Manage Client Supporting Documents for Services Request

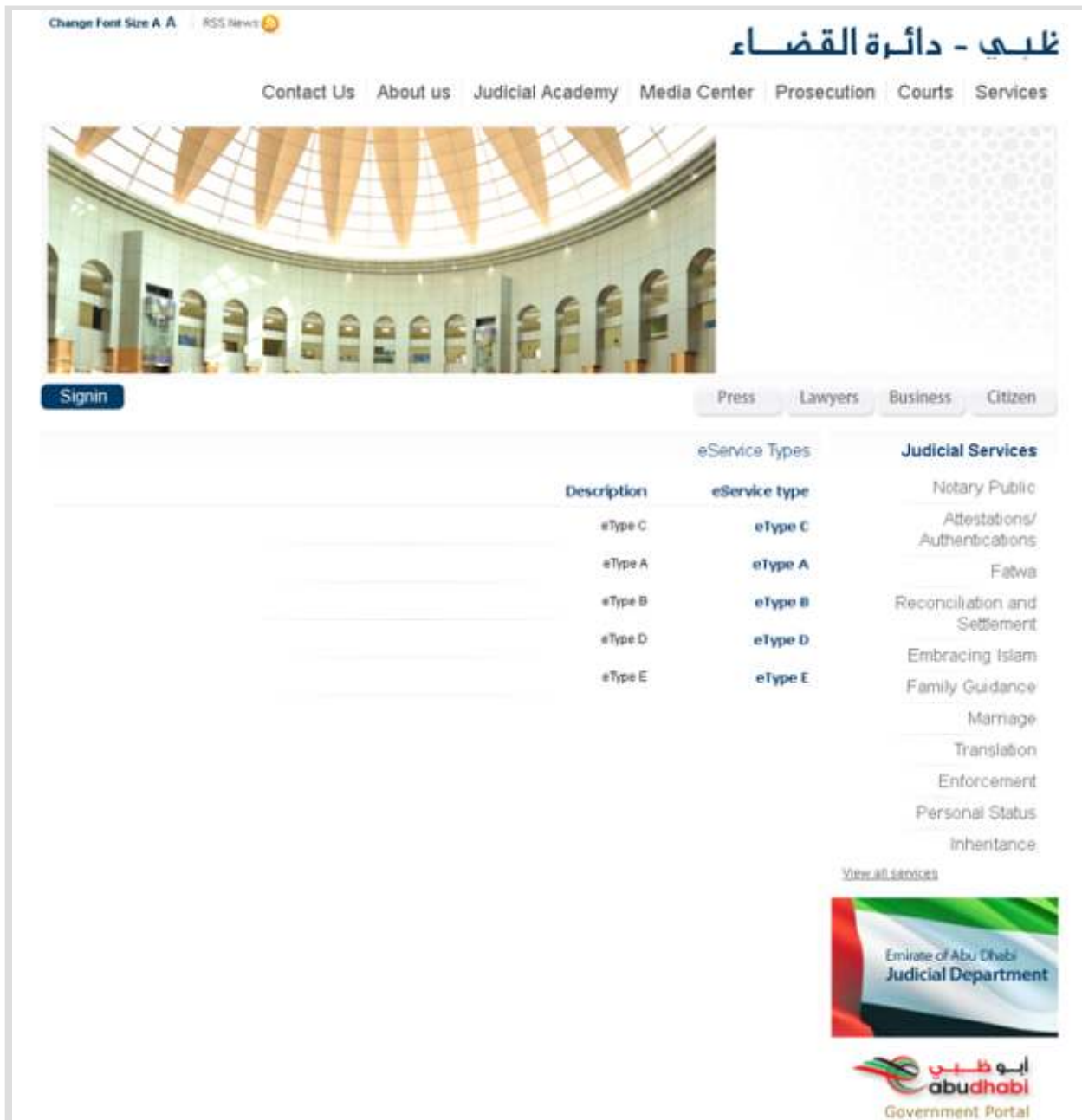
- ☑ Application provides handling of an electronic document submitted by a client or authorized person as a supporting document during client profile registration or maintenance.

## Portal-ums application

Portal used by customer of ADJD client to access Judicial Department eservices and generate request for new eservice access.

By using this portal customer can registration their portal, view list of eservices and eservice types available at Abu Dhabi department.

Following images shows list eservice types available at Judicial Department.



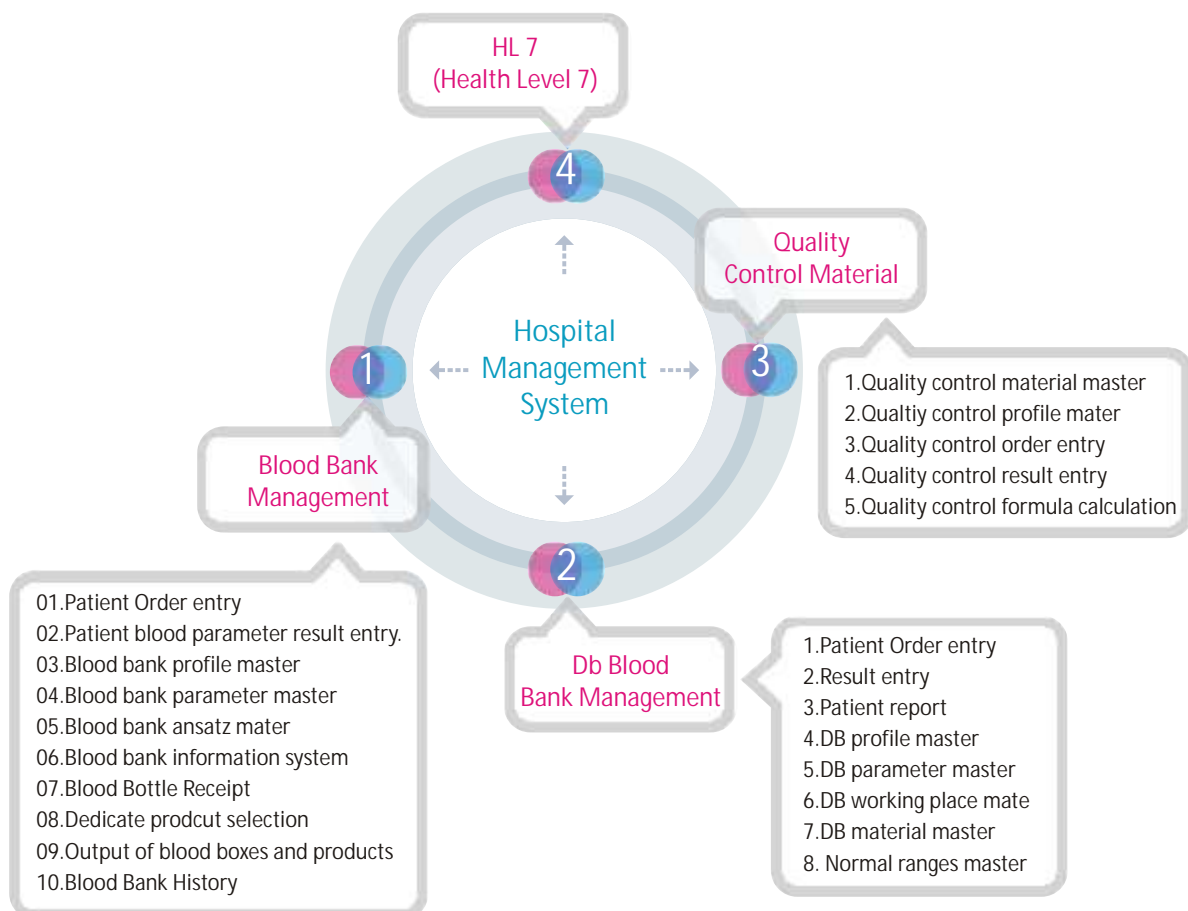
## Hospital Management System

Project Name :	Hospital Management System
Client :	Lab Lizard Inc. (Germany)
<b>Technologies</b>	
Platform:	JAVA/J2EE
Framework:	Spring 2.0
Database:	Sybase, MySql 5.x with Hibernate 3.0 connectivity
Web Server:	Tomcat 5.5.x
Presentation:	JSP, JSTL, JavaScript, Ajax, JQuery

### ☑ Description

Entry in the hospital management system is done through system users. Master form for users is used to create user profile. Whole system is display in user's selected language. For example if user knows germany then whole hospital management system is display in german language after login.

Above all fore modules are related to patient. So when patient is admit then patient information is enter from patient entry form like patient name, patient initial, patient sex, patient birth date, blood group, patient ID, case no. This system is mainly divided in to 4 modules.



## Hospital Management System

### Blood bank management

The first process in this module is to receive blood bottle to inventory from blood bottle receipt form for ex: plasma this is the type of blood bottle. From this interface whole the information regarding blood bottle is entered like unique product no, product name, production date, donation date, expiry date, storage location and product status.

Patient needs blood bank parameters and blood bottle this order is entered through patient order entry form. Results of blood bank parameters are entered through blood group result form. Allocation of blood bottle to particular patient is through from dedicated product form. To verification of allocated blood bottle is done by doctors from output of blood boxes and products form.

All the history of Blood bottle including allocated bottles and bottles status is viewed from Blood bottle history form

### DB Blood bank management

Patient also need other parameters also like DB parameters. For create order with DB parameters Patient order entry form is used, and value of all this parameters are entered from result entry all this results are must be in given normal ranges and normal ranges is defined from normal ranges form. The other forms are master form to create a profile of selected parameters.

### Quality control material

This module is related to only materials only. Quality control material master form is used as a master form to enter various materials. Quality control profile master form is used to create a QK profile form selected materials. Order for this material are done through Quality control order entry form and results are entered through Quality control result entry form. There are various formula calculations are needed this is achieved through interface named Quality control formula calculation form.

## Hospital Management System

### HL 7 (Health Level 7)

There is also module HL7 (Health Level 7) implemented in client server architecture. There are different HL7 events implemented describe below.

#### HL 7 Events :

- 1.ADT A01 (ADMIT A PATIENT),
- 2.ADT A02 (TRANSFER A PATIENT),
- 3.ADT A03 (DISCHARGE A PATIENT)
- 4.ADT A04 (REGISTER A PATIENT),
- 5.ADT A05 (PREADMIT A PATIENT),
- 6.ADT A06 (TRANSFER AN OUTPATIENT TO INPATIENT),
- 7.ADT A07 (TRANSFER AN INPATIENT TO OUTPATIENT),
- 8.ADT A08 (PREADMIT A PATIENT),
- 9.ADT A11 (CANCEL ADMIT),
- 10.ADT A12 (CANCEL TRANSFER),
- 11.ADT A13 (CANCEL DISCHARGE)
- 12.ADT A28 (ADD PERSON INFORMATION),
- ORU R01 (HL7 Patient Report)

### Printing reports and charts

This is the general form for printing various patient, blood bank reports and charts. We can also generate barcode stickers too. All types of charts and graphs are supported

## ShuttleFare Desktop Client

The client (www.shuttlefare.com) wanted to develop a Desktop client for shuttlefare.com. By this desktop client can be create reservation, update information and also can be delete reservation. This desktop client can be only accessible by admin.

For this application we have choose Java Web Start technology. There is more than one reason to choose this JavaWS technology for Desktop client. By this javaWS we can run our java application over internet on client machine without copy jar or other dependencies. We don't need to create any installation or deplorer on client machine.

We are using two APIs. First is Shuttlefare API. By this API we can done all basic things like create reservation, update and delete reservation, call the list of reservation charges and more thing that basic need of this application, another API is flightstats.com's API. In this application we are giving check the live flight status for particular Airport or particular Airline so we are using flightstats.com's API for check live flight's status.

### Main Modules

- Create Reservation
- Lookup Reservation
- Cancel Reservation
- Update Reservation
- Customer Lookup
- Live Flight Status

### Technologies:

Java Web Start, Swing (Layout), Netbeans IDE 8.9, JSON, JWS Client

### Database:

No database.

## Snapshots of 'ShuttleFare Desktop Client'

### ☑ Reservation Create Window.

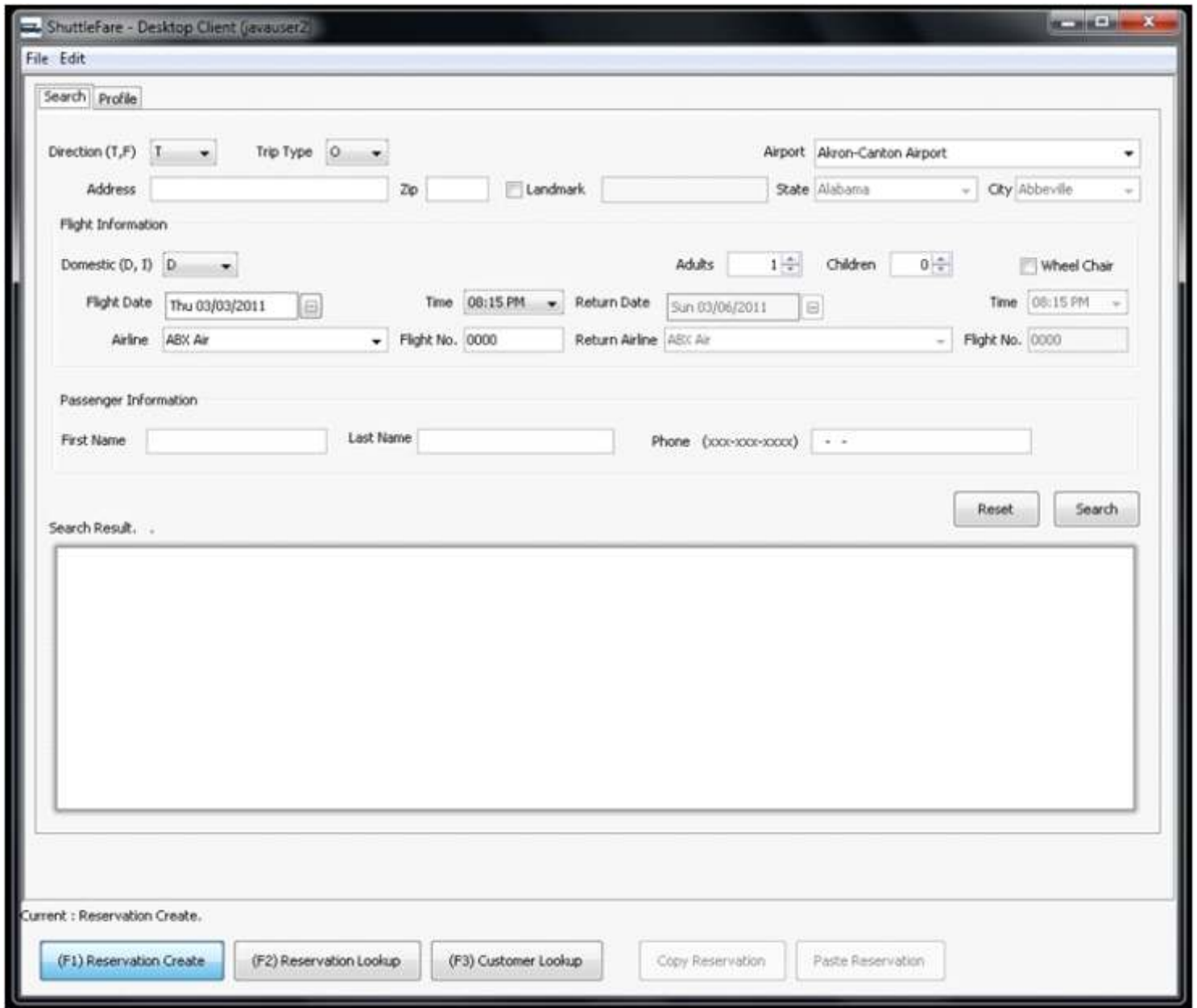


Fig. Reservation Create Search Tab

### ☑ Description:

It is a search tab, in reservation create part. We can search fare for shuttlefare service here. We just have to enter location, airport and airline and we can see how many services available for provided location from Shuttlefare.

## ☑ Reservation Create Profile Tab

After the select suitable fare service u need to provide basic information about you and you can reserve this service provided time.

We have done two way for payment. First by credit card and second by bill no. that you can get from [www.shuttlefare.com](http://www.shuttlefare.com)

As we can see in below image,

The screenshot shows a desktop application window titled "ShuttleFare - Desktop Client (javauser2)". The interface includes a menu bar with "File" and "Edit", and a toolbar with "Search" and "Profile" buttons. The main content area is divided into several sections:

- Itinerary:** Includes fields for "Airport" (New York John F. Kennedy Int'l Airport), "Passengers" (1 Adults, 0 Children), "Pickup Date/Time", and "Return Pickup Date/Time". It also shows a summary of costs: Service Fee: \$0.00, Total: \$0.00, and Grand Total: \$0.00.
- Passenger Information:** Fields for "First Name", "Last Name", "Phone (xxx-xxx-xxxx)", and "Email".
- Flight Information:** Fields for "Airline" (ABX Air), "Flight No." (0000), "Return Airline" (ABX Air), "Return Flight No." (0000), and "Luggage" (0).
- Payment Information:** Fields for "Cardholders" (with a "Copy Name from above" checkbox), "First Name", "Last Name", "Card Number", "Exp (mm/yy)", "Secure Code", and "Phone" (City Explorer TV). There is also a checkbox for "Bill Account Number".
- Confirmation Details:** A section for "Confirmation Number", "Last Name", "Total", "Customer's Phone", and "Company's Phone". A "Reserve" button is located to the right of this section.

At the bottom of the window, a status bar indicates "Current : Reservation Create." and a row of buttons: "(F1) Reservation Create", "(F2) Reservation Lookup", "(F3) Customer Lookup", "Copy Reservation", and "Paste Reservation".

Fig. Reservation Create Profile Tab

## ☑ Reservation lookup window

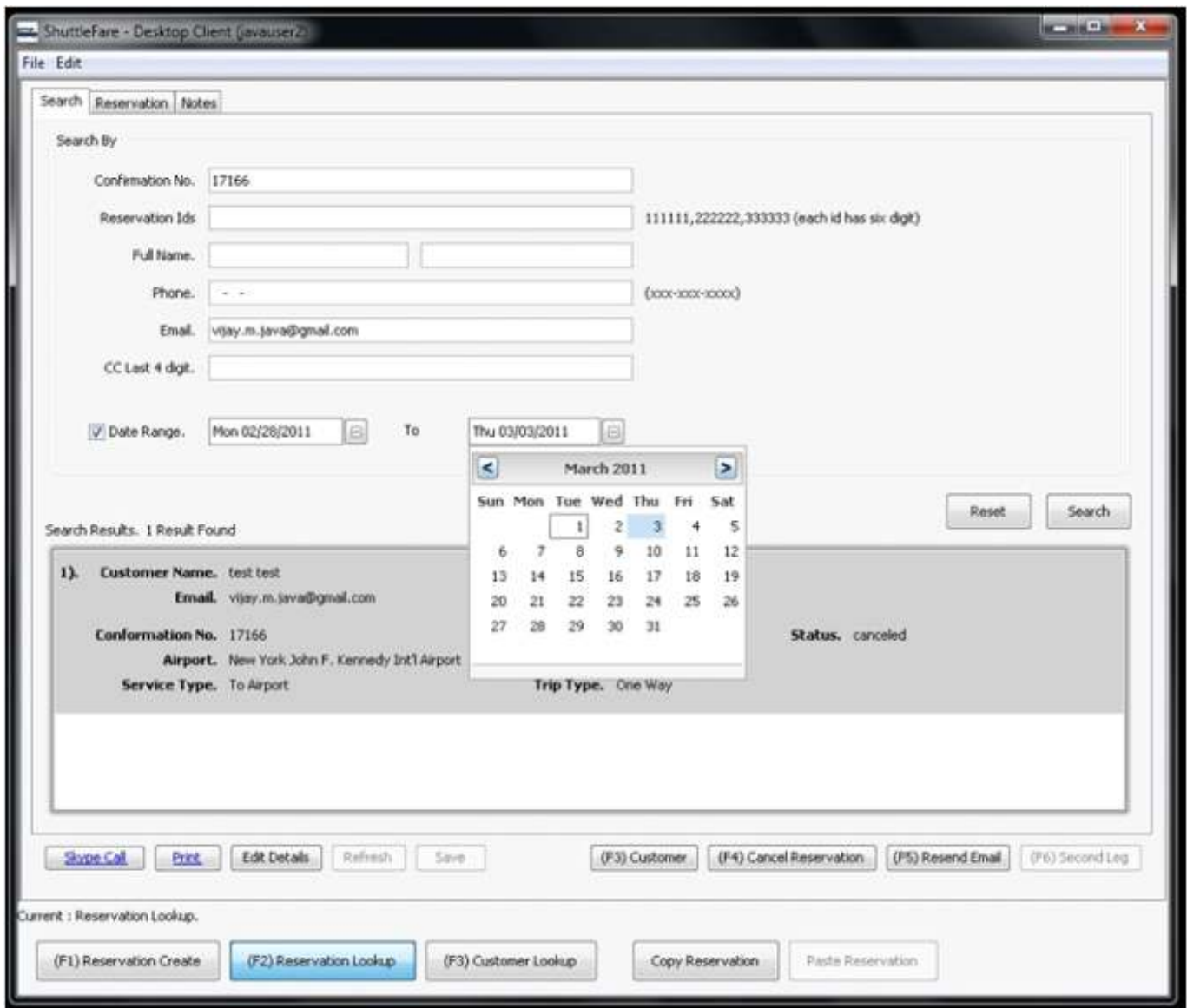


Fig. Reservation Lookup Search Tab

## ☑ Description:

Here we can search our reservation. We can search by many way like, Confirmation no., Reservation Id (after complete reservation you will get Email and all basic things will be in Email) , First and Last Name, Phone, Email, Credit cards last 4 digit.

This tab(Reservation) in Reservation Lookup for update Reservation, Cancel Reservation and Resend Email of your Reservation.

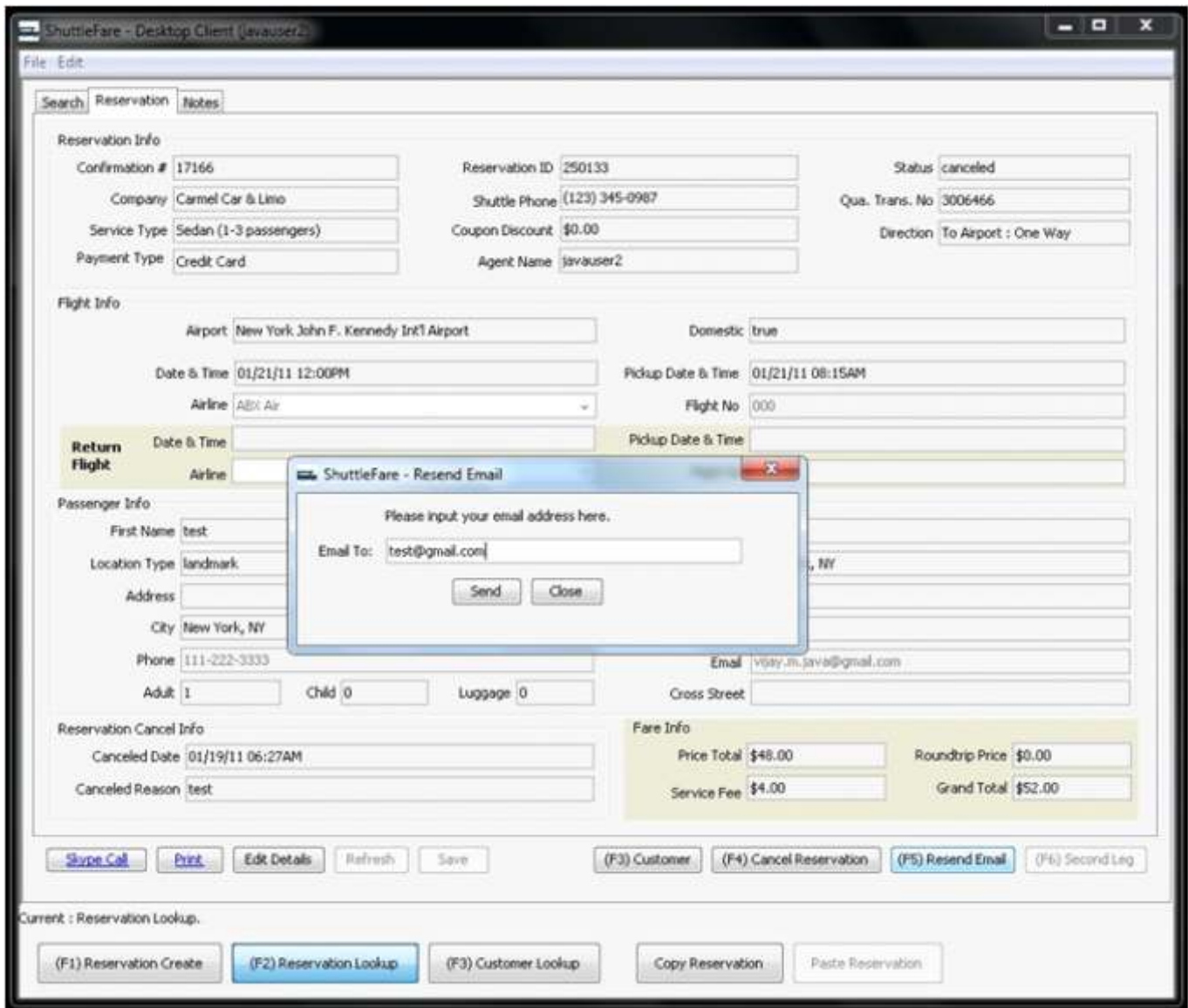


Fig. Reservation Lookup Reservation Tab

This is a Notes Tab in reservation Lookup. By this we can create notes and also we can see last added note.

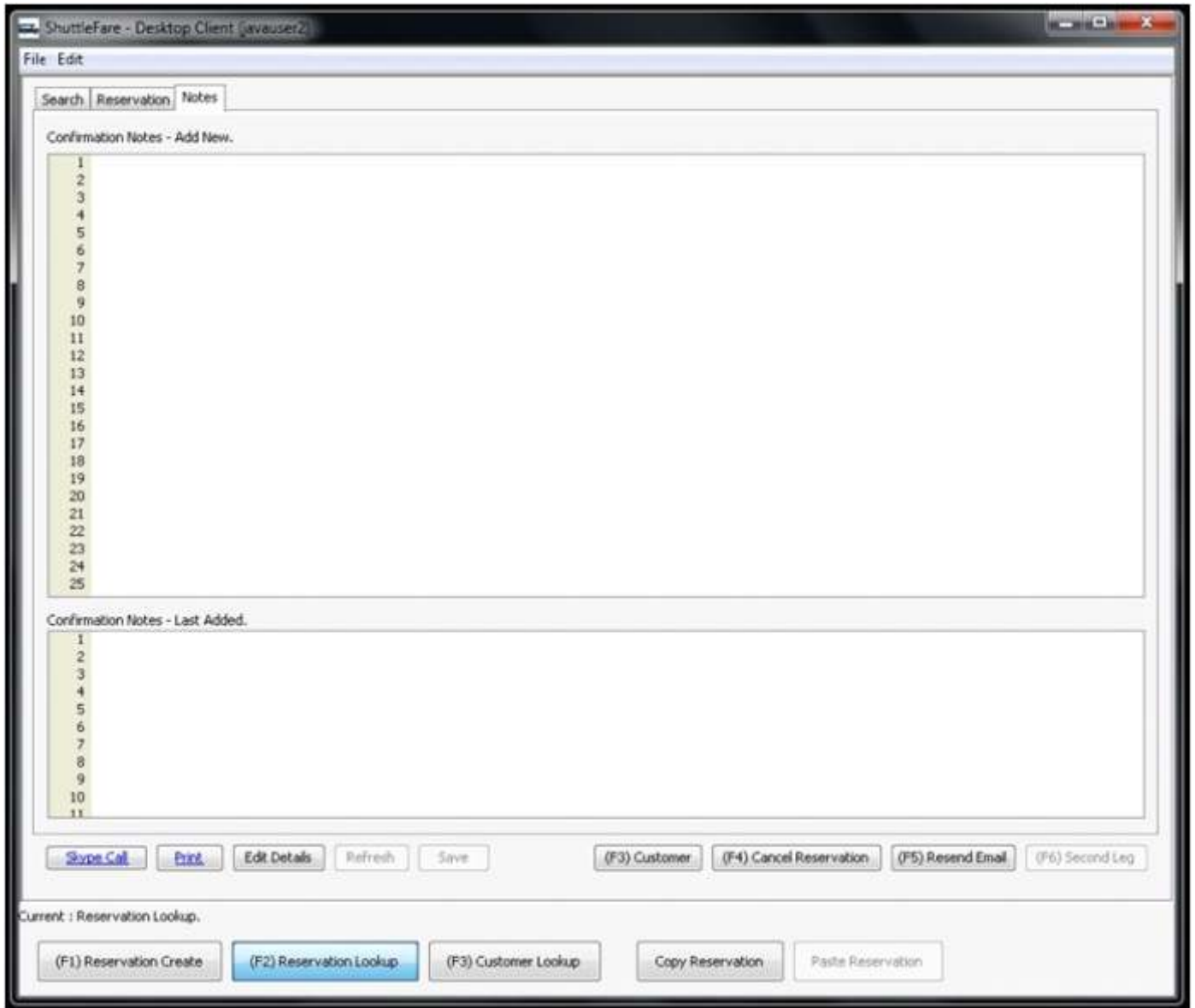


Fig. Reservation Lookup Notes Tab

## ☑ Customer Lookup

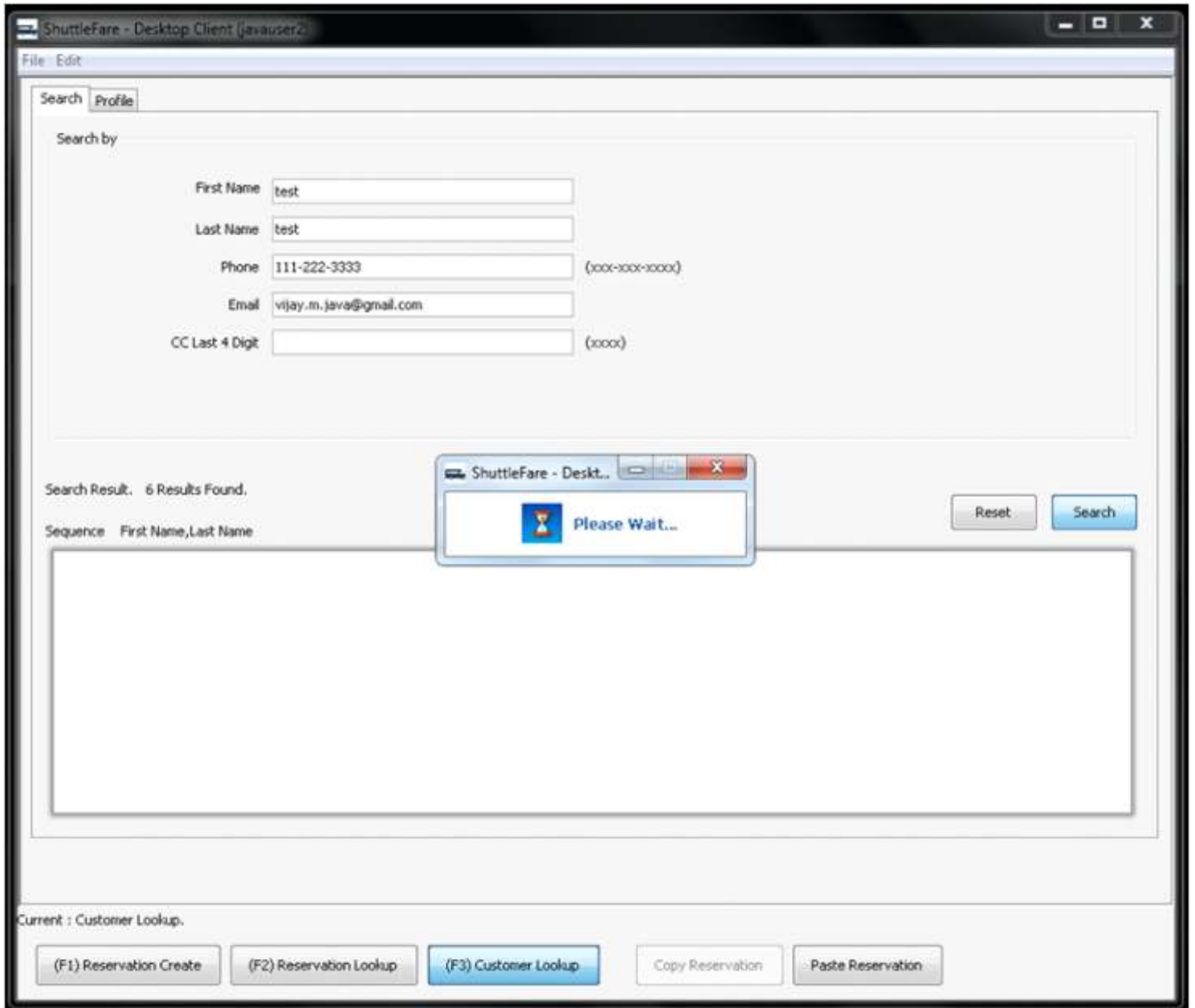


Fig. Customer Lookup Search Tab

In fig. we can see Search Tab in Customer Lookup. by this window we can find all Reservation from particular client.

Also we can check it's status, Information and also we can update client's information on particular reservation.

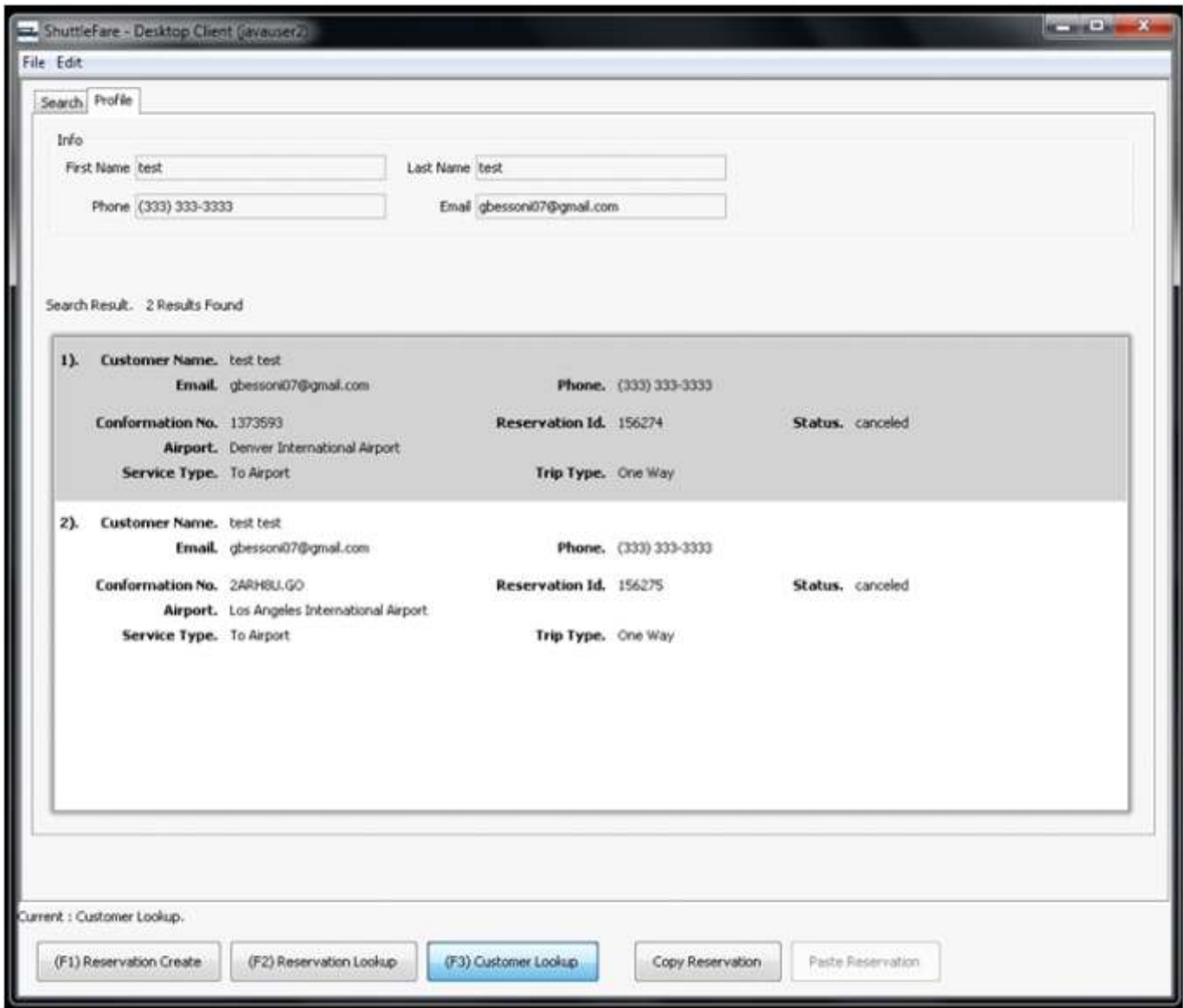


Fig. Customer Lookup Profile Tab

Also we have added some more features to make easy to use like, the whole application we can handle by only keyboard (we have added shortcuts for all major operation), validation, Date picker, easy to show up list of records, at validation avoid input from client, make disable when searching, make notes panel like a real notes window, Skype call, Print Reservation, copy and paste Reservation and so more..

## J2EE

### Key J2EE features implemented by us.

- N-tier architecture
- Framework Struts, Spring
- Java Server Pages (JSP) 1.1/2.0, Servlets 2.3
- J2EE Design Pattern using MVC architecture design
- Java Database Connectivity (JDBC) 2.0
- Hibernate 3.0 and HQL for faster database access and transaction management.
- Java Transaction Service and API (JTS, JTA) 1.0
- Java Naming and Directory Interface (JNDI) 1.2
- Java Mail 1.1
- Calendar API used to create the Calendar module of the application.
- Jasper Reports used to create reporting engine of the application.
- Used Fusion charts Animated Charting API to generate animated graphs

### J2EE Expertise

Development Platform	Java,J2EE
Frame Work	Struts 1.2/2.0, Spring 2.0/2.5
Presentation Layer	JSP,HTML,JSF,JSTL, JQuery, DWR, Ajax
Database	MySql 4.x/5.x, Oracle 8i,10g, SQL server, Sybase, PostgreSQL
Middle Tier	Hibernate 3.0, JDBC
Controller	Struts, Spring, Servlets
Validation(Client Side)	Java Script, Ajax based, Struts validations
Web Server	Tomcat 5.x, Jboss
IDE	Eclipse 3.1/3.4,WebRatio 5.1, Eclipse Ganymede 3.4.2
Web Service	Apache axis 1.3/2.0, XML-RPC, WSDL
Tools	Ant, xDoclet, iReport 3.6, Jasper Report, ceWolf API (charts), Maxmind GEOIP API, Device Atlas, Flow Player integration, Google Analytics, adMob Analytics, Google Adword, YouTube API, Document Viewer Integration, Display Tag Libraries.

We have extensive experience on developing E-Commerce B2B Portals, customized Enterprise Applications using J2EE Specification.

## Projects Profile:

### ☑ Project Overview: **Catalog Management System**

The client wanted to develop a secure Business 2 Business portal, which would enable small and medium sized businesses to showcase their services / products thereby reducing cost and time.

The portal was to be designed in a manner that allowed resellers to present a list of products and services to their clients. These resellers (Partners) would create catalogs by adding their own products and services directly, or by importing them from other Partner catalogs that they had access to.

#### Challenges and Requirements:

- Provide Robust CMS so that resellers could present a list of products and services to their clients through a portal that carried their own branding.
- Reduce time for releasing new products in the market with desired quality levels.
- Allow a strong degree of personalization and privacy.
- Incorporate Template Management System to provide a wide range of template designs to choose from.
- Act as the Primary Point of Access.
- Ability to support multiple range of activities.
- Improve margins on products through cost effective solutions.
- User Registration

### ☑ Solution:

Based on extensive pre and post surveys with control groups, we created a dynamic, media rich website that was able to provide the shared web hosting feature and the ability to manage company profile details. Best practices, methodologies and a service delivery framework were defined and adopted to establish a mutually beneficial relationship. The solution also featured Project Management by Metrics, Weekly Status Reporting, Joint Review Processes and Bi-directional Feedback Mechanisms that ensured smooth business relationship.

**Technologies:** Struts, Hibernate, JSP, Java script, Ajax, Tomcat, Eclipse 3.1

**Database:** MySql 5.x

### ☑ Project Overview: **Portfolio Management**

Covers personal finance, portfolio management, asset management, contact management and provides timely reminders on all events to help you manage your personal and professional life easily and productively.

System was designed for PC users in India and for Non-resident Indians (NRI) who need to manage financial and physical assets in India. The personal finance module covers all investments - Shares / stocks, bonds, mutual funds, debentures, fixed deposits, post office savings schemes, monthly income plans, pension plans, life insurance, borrowed loans and loans given. You can download stock quotes and Net Asset Values to update portfolio instantly. You can develop home budget and manage home expenses.

Manage all your accounts - bank accounts, credit and debit cards, cash / currency holdings and stock demat accounts.

Family portfolio can be managed to review current net worth. Professionals like Chartered Accountants and investment consultants can manage portfolio of individuals and families.

Manage all your physical assets - land and buildings, vehicles, computers, consumer durables, furniture, jewellery and precious metals. You can review true net worth combining financial investments and assets.

Provides income tax computation for salaried individuals in India. Short term and long term capital gains statement is also available.

**Technologies:** Spring, Hibernate, JSF, Java script, Ajax, iReport, Tomcat, Eclipse 3.1

**Database:** MySql 5.x

## ☑ Project Overview: Document Management System

In today's changing business world, information is abundant. In fact, the flow and retention of current business information is often overwhelming. Companies have amassed a stockpile of digital and physical information assets that are often difficult to contend with. There is so much scattered information that it is often difficult to get your hands on exactly what you need in a timely manner. It's not the size of an organization that matters; instead, it's about who has the quickest access to the most important information. Not such an easy task, considering the growing floods of data. It is very important for user to store and retrieve the information quickly from such large pool of data. The top priority of Information management is the transfer of best practices throughout the company. This could be done by leveraging a company's information assets and collective wisdom.

We offer comprehensive document management solution with features like:

- Check In/Check Out Facility
- Version Control and Roll Back
- Web client for accessing the documents within Intranet/Internet
- Multi Level Search Facility
- Role Base access for groups or users
- Notification for pushing the information
- Integrated with windows based application
- Platform Independent

Our Document Management solution delivers powerful benefits that immediately impact any business, such as:

- The solution helps all employees, departments, representatives and customers across the company and around the world understand current company policies, products, services, prices and procedures or know where to find out about them
- The solution helps to diminish duplicated effort, promotes collaboration and organizes data so you can reduce the lead time-to-market, improve product quality and decrease wastage of time and effort
- The solution helps to automate data keeping so you can keep track of decisions, analyze test results or demonstrate regulatory compliance

**Technologies:** Struts, Hibernate, JSP, Java script, Ajax, Tomcat, Eclipse 3.3

**Web Service:** Apache Axis 2.0

**Database:** MySql 5.x

## ☑ Project Overview: Diamond Sales & Inventory Management

A complete and comprehensive Web based solution for controlling the branches/offices located at geographically dispersed locations. The system is designed using cutting edge software technologies and communication infrastructure, to produce great cost advantage, better control and reliable performance.

It is extremely important for Diamond Traders and Merchants to monitor each transaction occurring at their different offices (may be located in same country or somewhere in the world) at any time.

It is a web based system which can be used from anywhere in the world to keep track of product wise stock, interest on delayed payments and collections done, purchases done, exports, etc. at different offices both for Rough and Polished Diamonds. The system can generate daily balance sheet.

**Functional Features:**

- It includes all types of transactions, like Local Purchase/Import, Memo, Local Sell/Export, Manufacturing, Parcel Mixing, Collection, Payment and Journal Voucher
- Invoice Printing
- Various individual or combined reports are available for one branch or for all branches, such as Balance sheet, Profit and Loss account, Stock, etc.
- Reports for individual branch are Parcel wise stock of Rough and polished diamonds, List of Pending orders for Export, List of Exported orders, Account detail of Customers, Suppliers, Banks, Cash, Detail of Parcel Mixing, etc.
- If polished diamonds have certificate, it can also store in system with photographs of certificate and polished diamond. Later, authorized clients can read certificate information and also see photographs of certificate along with the diamond
- Web Interface for regular Customers, they can view restricted data allowed by admin like available stock, Transactions, etc. on the web through their login
- User can create multiple group companies by himself

- Complete tracking of Packets and their residual value
- Account Heads can be defined as per requirement
- Different login for different branches and companies in the same software
- Facility to enter manufacturing and administrative costs
- Collection in Terms of Checks Received, Deposited and Credited
- Branch wise data capturing to have accurate profit center analysis

**Technologies:** Spring, Hibernate, JSF, Java script, Ajax, Tomcat, Eclipse 3.1

**Database:** MySql 5.x

## ☑ Project Overview: Sales Forecasting, Dispatch Planning, Monitoring & Scheduling Solution

The solution empowers companies to Plan, Schedule and Monitor its monthly dispatches to its remote CFA locations. The Distribution can do sales forecast on basis of sales of last or current month target. Arrive at your periodic dispatches to Depots automatically using present stock levels, sales history & targets.

The Sales forecasting, Dispatch Planning, Monitoring & Scheduling Solution consist of Core module that includes basic business functionalities like:

- Sales Forecasting
- Dispatch Planning & Scheduling
- Dispatch Monitoring

**Technologies:** Struts, JDBC, JSP, java socket programming, Java script, Ajax, iReport, Tomcat, Eclipse 3.1

**Database:** Oracle 8i

## ☑ Project Overview: Job Portal

This product is a growing portal specializing in online recruitment, marketing for recruiters around the globe. The portal provides a common place on the web for placement companies to store their information, candidate résumés and to post jobs that they need manpower for. The users can do quick searches to find the apt résumés or find suitable jobs for their candidates. The site doesn't manage the final negotiations or any other financial activities of the contract. The site charges its users an annual fee for the services offered. The site is available internationally and for recruiters in all fields of employment.

J2EE is the selected platform for development taking advantage of the abundance of proven tools and technologies available.

## Challenges and Requirements:

- Authentication and Authorization module.
- Payment integration.
- Resume / Job editable by owner and viewable by others
- Keyword search and full text search in Word and PDF files.
- Wish-lists for jobs and resumes
- Ratings for resume suppliers and recruiters
- An easy-to-use admin module.
- Reporting

## Solution and Technologies:

- A project team was set up considering all aspects of the requirement.
- A CVS repository was set up to maintain the source code.
- Milestones were defined and followed under the Extreme Programming Methodology.
- J2EE (Struts in particular) was the technology chosen for the project.
- The system was implemented in MVC architecture by following the popular Apache Struts framework to provide clear separation between the layers.
- Use of Hibernate, the popular ORM tool improved performance through its built-in caching mechanism.
- **Database** : MySql 5.x

## ☑ Project Overview: Timesheet Management

Timesheet is a software application for organizations where "People Time" is the prime resource for revenue. Timesheet software helps you track and analyze time spent on each project.

## Timesheet software can be very easily and effectively used by:

- Engineering Consultants
- Management Consultants
- Financial Consultants
- Software Development Companies
- Architects
- Lawyers

Any other professional organization where you essentially bill man-hours.

### Challenges and Requirements:

- Create and maintain database of your employees and other professionals, Departments, Clients and Projects. You can also create the "reporting hierarchy".
- Assign access rights to each user. For example, some users will have access rights to only Timesheet filling, and cannot see reports. The administrator can assign these rights.
- Set preferences on working days, paid holidays, number of working hours per day, currency and other important parameters.
- Employees can fill their timesheet for different periods.
- Approving authority can approve timesheets for employees reporting to them.
- Produce reports on time spent by each employee on various projects during a specified period and also total time spent on each project since inception.
- Produce reports on direct cost of time spent by each employee on various projects during a specified period and also total direct cost of time spent on each project since inception.

**Technologies:** Struts, Hibernate, JSP, Java script, Ajax, Tomcat, Eclipse 3.1

**Database:** MySql 5.x

### ☑ Project Overview: Enterprise Application for Transport and Logistics

This is an Enterprise wide solution for Transport Industry based in USA. The application is used to automate the total operations and maintain data integrity for all shipping activity being carried out, right from the first call received on phone to the final summary of outstanding at the month end. It is a true Multi-level and multi tier application developed on JAVA deploying SERVLET components. At any given moment of time, 200+ users are accessing this application across USA and CANADA.

### Challenges and Requirements:

- Customer Profile
- Customer Search Engine
- Carrier Profile
- Billing
- Rating Profile
- Sales Management
- Online Address Verification
- Maintenance

It includes user maintenance; Role based security, Reporting and Authentication services.

- Line haul including tonnage projection, Freight flow, Trailer Order and Trip lag management and manifest

**Technologies:** Servlet , JDBC, JSP, Java script, Tomcat, Eclipse 3.1

**Database:** MySql 5.x

## ☑ Project Overview: Sales and Target Analysis Solution

A web based Target V/S Sales analysis solution that allows the Management to view MIS Reports on a browser, within the organization on an Intranet, as well as from anywhere on the Internet, as per the permission to access granted to her/him. It Provides Key marketing reports for monitoring HQ/Territory wise Product Net Sales Information and helps core decision-making team at the Top Management level, to access vital business information, Whenever, Wherever and However they want.

### Challenges and Requirements:

The Sales & Target Analysis Solution consists of Core module that includes basic business functionalities like:

- Target Capturing
- Field Force Management
- HQ Management
- Sales v/s Target Report

**Technologies:** Struts, JDBC, JSP, Java script, Tomcat, Eclipse 3.1

**Database:** MySql 5.x

## ☑ Project Overview: Customer Relationship Management (CRM) Solution

In today's business climate, marketing programs must focus on value-oriented differentiation to be successful. Increasingly, businesses are seeking to leverage the customer relationship to win and maintain customer loyalty. In addition to helping identify and retain customers with a high-profitability profile, CRM is emerging as a critical success factor in both electronic commerce and supply chain management initiatives. CRM is all about identifying, satisfying, retaining and maximizing the value of a company's best customers.

### Challenges and Requirements:

Reasons driving traditional companies to embark on adopting CRM include:

- Need to increase the profit potential from a strong customer relationship
- Deliver a superior customer service
- Lower operational costs
- Improve customer retention rates
- Reduce time to market of new propositions
- Manage channel conflicts
- Increase market share and revenue per customer
- Improve workforce productivity
- To establish a low cost communication link between the company and its regular customers
- Improvement in process flow

## Companies are able to derive following benefits from CRM initiative:

- Increased efficiency through automation
- Ability to provide faster response to customer inquires
- Having a deeper knowledge about the customers
- Getting more marketing or cross selling opportunities
- Better information for better management
- Reduced costs of sales and increased sales representative productivity
- Receiving customer feedback that leads to new and improved product/s or services
- Doing more one-to-one marketing

## Solution:

Our CRM program involves three basic business processes:

- Customer Sales, Service & Support Solution
- Sales Solution
- Marketing Solution

**Technologies:** Struts, Hibernate, JSP, Java script, iReport, Ajax, Tomcat, Eclipse 3.1

**Database:** MySql 5.x

## ☑ Project Overview: Social Networking Website

The client is premier lifestyle portal on the Internet that lets users indulge in social networking and form groups around shared interests. Registered users of this site can share photos, journals and interests with an ever-growing network of mutual friends.

With millions of users including bands and artists who call the site home, the portals powerful viral capabilities draw thousands each day to listen to music, share photos and songs, instant messages, blogs and connect with new people.

## Challenges and Requirements:

- Friends who want to talk Online
- Single people who want to meet other Singles
- Matchmakers who want to connect their friends with other friends
- Families who want to keep in touch--map your Family Tree
- Business people and co-workers interested in networking
- Classmates and study partners
- Anyone looking for long lost friends

Since it operates in a very demanding environment, the company must continually update its features and functionality or risk losing members. Senior management is regularly in direct contact with users in order to get their feedback. The development team uses this information to:

- Add features that users request
- Fine tune existing features based on user recommendations
- Delete features that users dislike or find distracting

The challenge was to create a themed, comprehensive community portal that would have a proactive "always on" posture towards virtual presence. The website would have groups, forums, blogs, music & knowledge tools that would allow sharing information, files, graphics, photos etc.

### Solution:

- Exchange of text, audio & video messages.
- Sharing of text, audio & video files.
- Youthfully social interactions that are unstructured, loose, and fast.
- Direct communication between members and association with popular members.
- Open and ongoing social interactions, formation of groups, communities etc.
- A grassroots mass medium for communication among friends.

**Technologies:** Struts, Hibernate, JSP, Java script, Ajax, Tomcat, Eclipse 3.1

**Database:** MySQL 5.x

## ✔ Project Overview: Vendor and Tender Management System

This application is one type of web application of tender management system which is totally made on based of company's client's requirement. This application is made full-fledged horizontally integrated petroleum company named ONGC.

Vendor and tender Management system is a tool that empowers the management to visualize the entire business (regarding tender) happening of the organization sitting in front of a PC.

This system keeps track of all the tenders released by the company, quotations of such tenders and information of the vendors who fill these quotations.

This project provides complete solution for transaction regarding tenders and vendors and also materials for which tenders are being released with plants in which these materials are required. The primary objectives of the projects are following.

### Solution:

- Manage information of all the plants of the company.
- Manage information of all the materials required in the plants of the company.
- Manage tenders and its quotations.
- Manage information regarding the vendors of who do the transaction with company.
- It allows to place Purchase order for selected Quotations and to give Material Rejection Acknowledgement if materials are not as per Purchase Order or to give Good Receipt Voucher (GRV), if good is received according to the purchase order.
- After sending the Good Receipt Voucher (GRV), it closes the tender.

**Technologies:** Spring, Hibernate, JSP,JSTL, Java script, iReport, Ajax, Tomcat, Eclipse 3.4.2 Ganymede, Ant, DWR

**Database:** MySql 5.x

### ☑ Project Overview: Loan Licensee/Contract Manufacturers (LL/CM) Management

The solution establishes business flow between company and its Loan Licensee/Contract Manufacturers. The solution deals with complete business process between HO and LL/CM.. The Module contains features like BOM generation, Stock transfer (Packaging/Raw) material, Order generation, Production Order generation, Batch management, Purchase invoice generation, etc.

### Challenges and Requirements:

The LL/CM Management Solution consist of Core module that includes basic business functionalities like:

- Purchase of RM/PM
- Stock of RM/PM at LL
- BOM for LL/CMs
- Work Order for LL/CMs
- Stock of FG at LL/Central Depot
- Dispatch of FG from LL/CMs
- Receipt of FG at CFA/CSAs

Stock of FG at CFA/CSAs and Stock valuation

**Technologies:** Struts, Hibernate, JSP, Java script, iReport, Ajax, Tomcat, Eclipse 3.4.2 Ganymede, Ant, DWR

**Database:** MySql 5.x

## ☑ Project Overview: Finance Solutions Consultant

Finance Solutions consultants can assist with commercial lending advice on:

- Equipment Finance
- Business Finance
- Debtor Finance
- Commercial Property Finance
- Property Development

## ☑ Equipment Finance for all your business needs

Finance Solutions Leasing provides a range of financing options designed to help the business manage its assets in the most cost effective and efficient manner. The focus is on providing the best value, service and support for business. Whatever your financing needs, Finance Solutions has the finance option that best suits your needs.

Our products comprise:

- Commercial Hire Purchase
- Chattel Mortgage
- Finance Lease
- Novated Lease

Finance Solutions will:

- Conduct an interview and filter loans from a wide range of lenders to find a loan to suit your needs
- Detail the loan proposed to you; and Assist with completing the application and request that you sign Privacy documents.

**Technologies:** Struts, Hibernate, JSP, Java script, iReport, Ajax, Tomcat, Eclipse 3.1

**Database:** MySql 5.x



## AD Marketplace Advertisement Portal

### ☑ Description:

Scope of the project is to develop using Webratio the following component:

- Webratio Script Unit that can be inserted in a Webratio WEB Applications page that communicate with a centralize AD Marketplace Proxy Server using HTTP

#### The Script Unit will have Script Input parameters:

- CustomerIDs Mandatory
- String Optional
- Other options

The script unit will send an HTTP request to the AD proxy server to have info related what to do and which mechanism have to be developed When receive the answer it will provide all capabilities to display the ADs with banner and text ads, as well as innovative formats like BritePic?, InVideo? and Full Page.

- An AD marketplace Server Proxy will receive an HTTP request with the information related the request and will identify based on parameters and a DB lookup. The AD mechanism will be processed based on session/customer/rule defined

Portal will work for both PC and Mobile; Based on this AD Marketplace should collect info related statistics, Page impression, Clicks and present result using a web GUI.

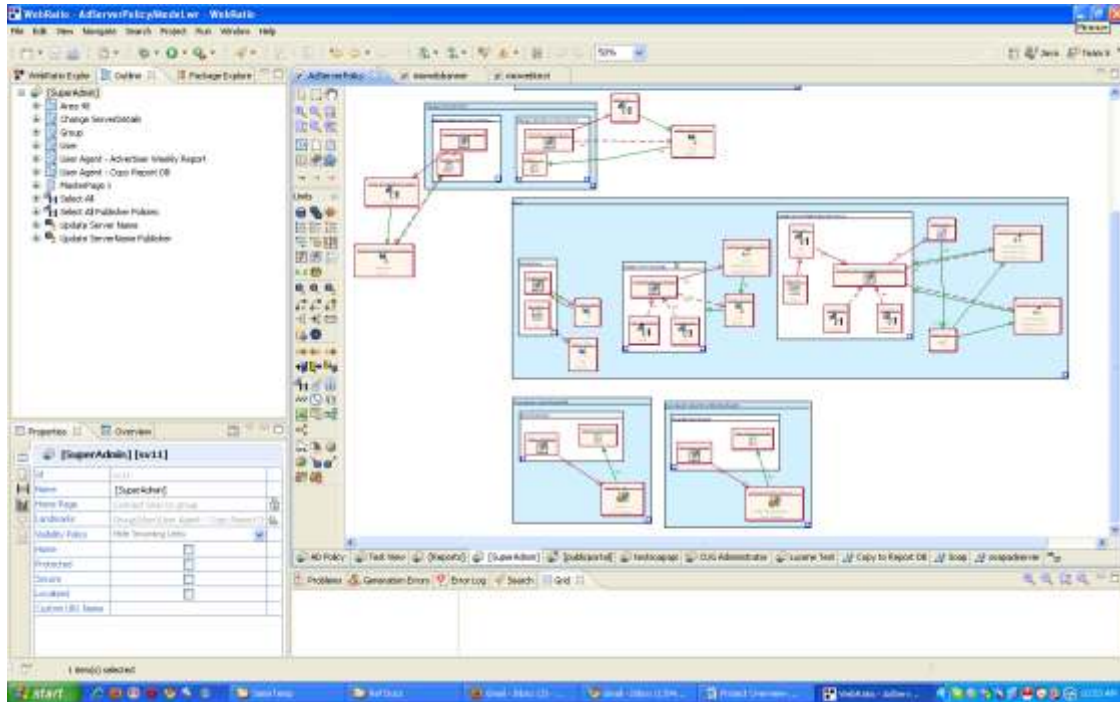
### ☑ Link : <http://ad.mobizme.net>

#### Main Features:

1. Support Text, Banner and Text, Banner, Flash Banner, HTML, Video, Banner and Text over Video Ads formats for pc.
2. Support Text, Banner and Text, Banner Ads format for mobile phone, serve ads depend on the mobile size and model.
3. Supports Text, Banner and Text , Banner Ads format for iPhone, with different actions of iphone like,
  - Click to Web
  - Click to Call
  - Click to Watch (Video)
  - Click to Listen (iTunes)
  - Click to Maps
4. Have exception features of Network aggregation and In House Ads
5. Supports Closer User Groups for advertisers and publishers
6. Provide Web Service for third party to manage advertisers and publishers through their site.
7. Provide rich reporting for advertisers and publishers to view their accounts details and for admin to view the statistic of site and of credit status.

### ☑ Technologies:

**WebRatio:** Model Driven development environment that allows modeling and automatic generation of Java Web interface applications.



Database: MySQL 5.x

Web Server: Apache Tomcat 5.5.x

### Tools:

**Wireshark:** is a network protocol analyzer for UNIX and Windows

### Features

Wireshark has a rich feature set which includes the following:

- Deep inspection of hundreds of protocols, with more being added all the time
- Live capture and offline analysis
- Standard three-pane packet browser
- Multi-platform: Runs on Windows, Linux, OS X, Solaris, FreeBSD, NetBSD, and many others
- Captured network data can be browsed via a GUI, or via the TTY-mode TShark utility

**Google Analytics:** (abbreviated GA) is a free service offered by Google that generates detailed statistics about the visitors to a website.

**AdMob Analytics:** is a free tool that helps mobile site owners gain insight into their traffic and site usage, Gain insight into critical details about visitors such as their location, their device, and their level of engagement with mobile site.

**AdWords:** is Google's flagship advertising product and main source of revenue

**Presentation:** JSP, JavaScript

**Language:** Java and Groovy

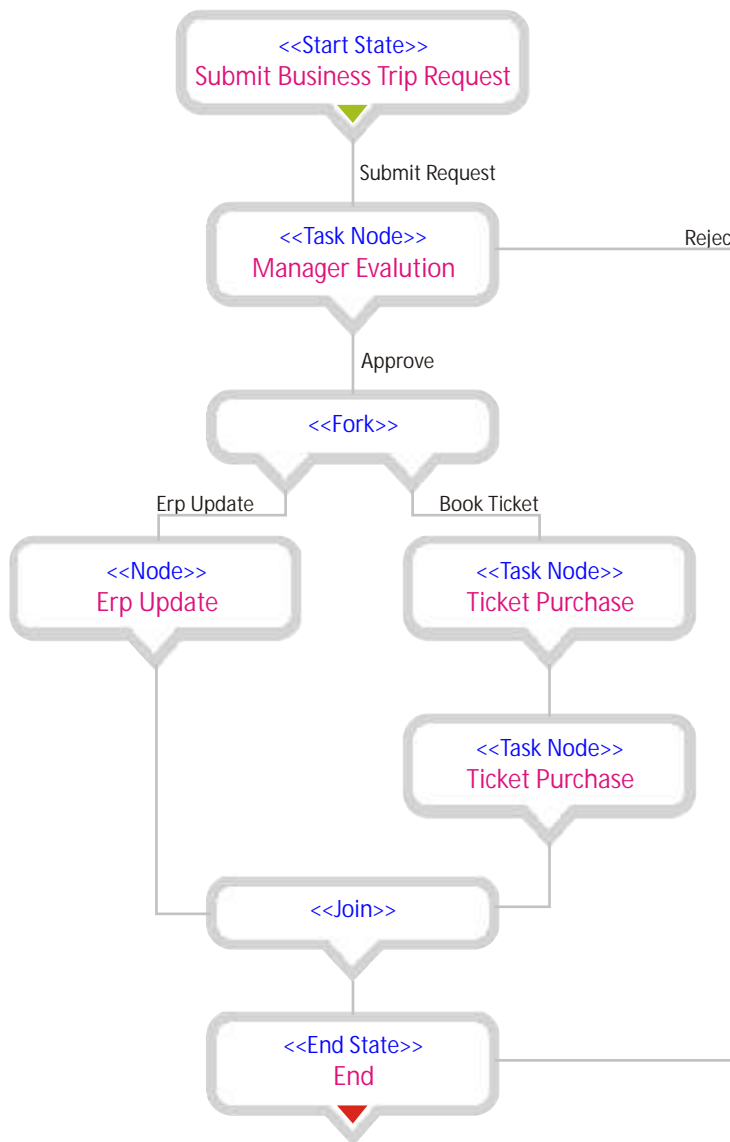
## Work Order Management

Work Order Management manages whole process of Lease line customers for our client.

This system manages whole work flow process of lease line customers from subscriber registration to start billing process. All workflow of the processes will be managed using Jboss JBPM. Model based solution for business Process Management.

### ☑ What is JBoss jBPM?

JBoss jBPM is a flexible and powerful BPM engine. In essence, BPM systems allow for execution flows to be specified graphically. As an example, here is a process diagram for a business trip:



A key capability of BPM systems is that processes steps can be wait states. For example in the business trip process above, nodes 'manager evaluation' and 'ticket purchase' are human tasks. When the execution of the process arrives in those nodes, the system executing the process should wait till the assigned user completes the task.

## Major Functionalities:

Subscriber Registration  
Junction Planning  
Demand note creation  
Work Order Creation  
Payment  
Passing Form  
Compliance Report  
Final Compliance Report  
Customer Acceptance  
Billing

## Technologies:

Frame Work : Struts  
ORM : Hibernate  
Database : Oracle  
BPM : JBoss JBPM  
Server : JBoss  
Presentation : JSP, Ajax  
Tools : XDoclet, Ant  
IDE : Eclipse  
  
Time Duration : 10 months  
Team Members : 4

## Production Planning and Material Management

P2M2 - is the system, which manages all the production planning, and production processes for the Rubber Manufacturing company, as well as managing purchase, sales and Material management for the company.

This is system used JBPM for managing the production process from Row material purchase to finished product including material management and management of material or partial product rejection.

Frame Work : Struts  
ORM : Hibernate  
Database : MySQL  
BPM : JBoss JBPM  
Server : JBoss  
Presentation : JSP, Ajax  
Tools : XDoclet, Ant  
IDE : Eclipse

Time Duration : 12 months  
Team Members : 3