

J2EE Web-Based Thin-Client CRM Application Development, Implementation and Maintenance

Client

<Undisclosed client>, headquartered in the USA, is a developer of a webbased customer service solution for industries that sell technically complex products and services. Customer service solutions, offered by this company, are particularly featurerich in the core Customer Service areas of e-Service, Service Call Centers and Partner Relationship Management(PRM). Written in Java (J2EE), the solutions offered by this company are web-based, but not merely web-enabled. Designed to leverage the latest enterprise-grade infrastructure technology, these applications are customizable, lowcost and quicker to be implemented as compared to other products of this kind.

Project Scope

Web-based J2EE platform and custom applications full-lifecycle development

Task Summary

- Core platform development following J2EE standards and best practices
 - Three-tier Web based J2EE application utilizing distributed container transactions, connection pooling, session and message driven EJBs
 - Database and data abstraction layer
 - XML based communication between Java and Web browser
 - Advanced DHTML UI to minimize user training and enrich user experience
- Custom product implementations for end-clients. This includes full project life-cycle including requirements analysis and onsite deployment and training.
- Ongoing first-level and second-level support for end-clients. Participation in the client's presale activities which includes prove of concept development and technical consultations of a prospect end client.

Current Results

- Took over engineering effort from a third-party outsourcing company and breathed a new life into the product.
- Application certified for various application servers (IBM, BEA, Oracle, JBoss, Orion), various database management servers (MS SQL, Oracle, DB2) and different hardware and software platforms (Solaris, Linux, Windows).
- Integration with third-party and legacy systems (MS Exchange, Outlook, LDAP, Inktomi, etc).
- Current version of application was implemented and deployed for a number of Fortune Top 100 companies worldwide.
- Ongoing next generation of application development.

Tools and Technology

- J2EE, J2SE, XML/XSL, HTML/JavaScript;
- Oracle, MS SQL, DB2; MQ Series, IBM WAS, BEA WebLogic, JBoss, Oracle AS/Orion;
- Solaris, Linux, Windows;
- Apache Jakarta libraries, Javamail, JIntegra DCOMbridge, LDAP, SOAP/Axis, Inktomi, etc.

Some Project Statistics

- Team size: up to 11 people at Auriga
- Client relationships duration: 3 years



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