

Custom Implementation of CRM Application for Several Fortune top 100 Companies

Client

<international company> headquartered in the USA
Developer of a web-based customer service solution for industries that sell technically complex products and services. Customer service solutions, offered by this company, are particularly feature-rich 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, low-cost and quicker to be implemented as compared to other products of this kind.

Project Scope

Custom implementation of CRM application for several Fortune Top 100 companies

Task Summary

- Custom product implementation for end-clients. This includes full project life-cycle starting with requirements analysis (might include reverse engineering of business logic out of the code being replaced) and to onsite deployment and training
- Design and implementation.
- Testing, verification and validation.
- Deployment and training (both offsite and onsite).
- Ongoing first-level and second-level support and maintenance for end-clients.

Current Results

- Several custom implementations of CRM product, based on a common platform, completed.
- Migration from CRM systems previously installed at the client-side accomplished.
- Integration with legacy systems and third party applications fulfilled.

Tools and Technology

- Intel, Sun, IBM;
- Solaris, Windows, Linux;
- Oracle, MS SQL, DB2;
- IBM Websphere, BEA Weblogic, Ironflare Orion, JBoss
- HTML/JavaScript;
- Exchange, JIntegra, Inktomi, Javamail, LDAP, FTP.

Some Project Statistics

- Team size: up to 11 people at Auriga
- Client relationships duration: 3 years
- Average implementation project duration: 4 months