

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

## Client

Queplich, headquartered in the USA, is a 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, 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 DCOM bridge, LDAP, SOAP/Axis, Inktomi, etc.

## Some Project Statistics

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