

Case Study

TECHSYS implements Web application for software vendor company

Point of Sale Website

Services featured

- Business Analysis
- Business Object Design
- User Interface Design
- Application Development
- Database Development
- Training and Mentoring

Technology

- ASP.Net
- Visual Studio
- C#.Net
- Javascript
- ADO.Net
- SQL Server
- Sybase

This leading provider of business-to-business IT solutions and services needed to move their existing Point-of-Sale applications from a client server architecture to one based on the Web. Using TECHSYS expertise, POS applications were converted to a Web based architecture that allowed the company to realize the gains achieved with a distributed design. Assisted by TECHSYS, the company was able to increase efficiency while keeping the existing appearance of the application resulting in minimal impact to the user community.

The business issue

This client is one of the world's leading, single-source providers of business-to-business IT solutions and services. They help companies control their spending by easing the burden of selecting, purchasing and managing software for their enterprise.

Since 1983, this company has been delivering value-driven technology solutions across the globe through sales and operation centers in North America, Latin America, Europe and the Asia-Pacific region. Customers include large, multinational enterprises from the Fortune 500, as well as mid-sized organizations from a wide variety of industries.

They had several customer service and support systems based on a two-tier client server architecture which traditionally met its needs but were becoming cumbersome to distribute changes to its many diverse locations across North America and the United Kingdom. Although the desire to Web-enable the applications was a goal, a major requirement was to keep the look and feel of the existing applications to minimize the potential negative impact involved with re-training the existing user base on the new system.

What the customer needed was a completely new Web based application that took advantage of Web architecture, integrated with other internal applications, and was easy to distribute current and future changes.

Point of Sale Website

TECHSYS Business Solutions – *Making
Business Systems Work. Together*

Our approach

The implementation of the new web site involved many steps conducted by the staff at TECHSYS. First, analysis of the current application was performed to gain valuable insight to the workings of those applications. Several users of the system were interviewed to gain knowledge of the business requirements and functionality of the application along with any new functionality that was desired by the user community. Since interfacing with existing legacy applications was also a requirement, these systems were also scrutinized to determine integration points.

In order to achieve the existing look-and-feel and a rich user interface for all applications, a wide range of web controls and JavaScript was used. This allowed the application to appear comparable to the previous fat client and greatly reduced the training necessary to bring the users up to speed on the new application. Integration was accomplished with several existing applications including customer accounts, customer orders, and purchasing systems. Interfacing to the Sybase database was utilized by integrating ADO.Net objects with a 3rd Party tool.

During the development of the application, feedback was solicited to verify that design goals were being addressed properly. At all phases of the implementation, TECHSYS expertise was called on to mentor and train the existing staff on all facets of Web application design, development, and interfacing with other applications.

The results

The client was able to realize the benefits of a distributed application architecture as a direct result of the expertise TECHSYS provided. The pain and user-intensive delivery of application changes to many disparate locations was no longer an issue. As a result, application deployment was greatly simplified across the company's call centers located across the globe. Users were able to take advantage of a similar look and feel to their old client server applications which greatly reduced training time, while at the same time provided the needed functionality to maintain and increase the productivity of their work environment. By contributing to the project, TECHSYS demonstrated once again the value they bring to developing and deploying mission critical applications needed by their clients.

