

Alert Notification System

Company: Large Multinational Corporation

Location: Japan

Customer Description

The customer is the medical subsidiary company of a large multinational corporation, whose medical equipment and related software are being sold throughout the world, including Japan, US, The America's, Australia, Asia and Europe.

Business Need

An alert system for the purpose of monitoring and recognizing an equipment failure in the customer's medical equipment, once the failure is found the system sends an alert and registers it in the database. The customer's engineers can login to the systems web interface and view the details of the alert and equipment failure that was registered.

Solution Offered

We created an intelligent user-friendly web interface alert management and notification system to meet the customer's business need.

The alert system we designed can be divided into three parts:

- ┆ Alert Sender
- ┆ Alert Register
- ┆ Alert view & management web interface system.

The Alert Sender is installed in the hospitals that are using our customer's equipment. When the medical equipment register an equipment failure the system sends the alert message to Alert Sender, Alert Sender analyzes the message and converts it to standard XML or INI file and then sends the file as an email attachment to Alert Register.

Alert Register is a Windows service, which accesses to a mail server. The Alert Register system analyzes the attachment of the alert message and registers the information into the database by using DAS (CORBA Service).

Alert Viewing System is web-based. The relevant engineers can login and view the details of the alerts and equipment failure. The web based platform is designed to be viewed through a number of mediums, including, PC, PDA and Cell Phone.

Technology Used

- Java 1.3
- C#
- ASP.NET2.0
- JMail
- CORBA
- XML
- Storing Process
- SSL
- Log4j/log4net
- Oracle 9i

Benefits to Customer

- ┆ Intechno's industry expertise and time proven methodologies resulted in the development of a superior end product, giving our customer the competitive edge they were striving for.
- ┆ The delivered solution provided our customer with a user friendly web environment for viewing the alert records and their details, enabling the engineers to stay informed and react to equipment failures in the fastest time possible.

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