

Equipment Monitoring and Online Ticket System



Company: Large Multinational Corporation

Location: Japan

Customer Description

The customer is a 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

The customer needed an easy to use Ticket Tracking System for the company's engineers to use for viewing and tracking the status of equipment through maintenance and work process tickets. The system needed to be web based so engineers and managers can login from remote locations over the internet. The system needed to be multi-lingual format as it will be used at a number of locations throughout the world.

Solution Offered

Intechno provided a powerful solution to meet the customer's needs. We developed an easy-to-use, multi-lingual Ticket Tracking System for the Customer Service Center.

The delivered solution integrates with multiple technologies, such as HTTPS/SSL, JSP, SERVLET and CORBA.

There are 3 tiers in this system:

- 1. User interface: Uses JSP for the server page and html for customer's service desk page, receive requests from users and track their progress.
- 2. Bean/Servlet layer: Use Java to encapsulate CORBA interface and other business objects to provide interfaces for the user interface tier.
Servlet provides a prepared ORB for the Bean, so that there was no need for all objects to require ORB to create new instance of ORB for CORBA calling, helping to improve system performance.
- 3. DAS: Data Access Server: A dummy interface for testing in this project, in accordance with the IDL provided by the customer.

Technology Used

- Windows2000
- JSP, Java Bean, CORBA, SSL,
- Log4J
- Rational Rose, MS Project2000, MS SourceSafe 6.0, Rational ClearQuest

Benefits to Customer

- 1. Intechno provided strong R&D support for the project, incorporated our business knowledge and expertise to implement innovative Design Frameworks, industry standard features and an intuitive interface for the customer to work with.
- 2. Intechno proposed an intelligent approach to integrate and reuse the DAS developed by our customer, which resulted in a rise in the efficiency and effectiveness of our team and a measurable reduction in system development time.

CONTACT US

Office Address

5th Floor, Tower A, Keyuan Mansion,
No.105, Xisanhuan North Road, Haidian District,
Beijing 100048, P.R. China

Ph. No. 86-10-68430981

Fax No. 86-10-68430081

General Information:

info@intechnochina.com

Sales:

sales@intechnochina.com

Careers:

careers@intechnochina.com

Visit Our Website:

www.intechnochina.com

