

Environment Refresh

case study

Project Summary

Project Goals

- Migrate client-server app to the web
- Reduce IT management cost creating a self-service management model

Skills Required

Java, C/C++, VB, Perl, SQL, Struts, Tiles, Hibernate, JUnit, LoadRunner, Oracle 9/10, SQL Server, MySQL, Windows, Linux (SuSe and RedHat), HP-UX (RISC and Itanium, Solaris)

Outcome

- Urgent alerting on almost any device, anywhere

TelAlert Urgent Messaging System

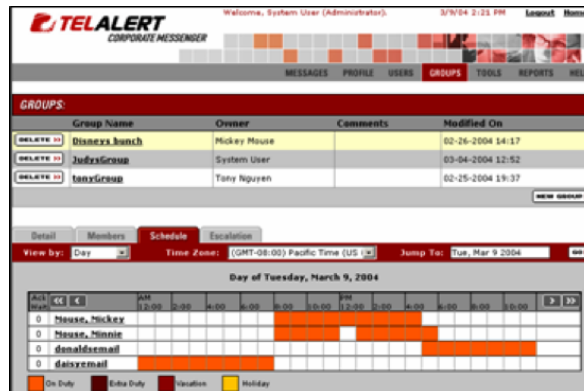
Neubloc was asked to web enable an existing client-server application that was currently used by 75% of the Fortune 100. The application was used to send urgent alerts and messages to people using many different type of communications devices (cell phones, pagers, voice (text-to-speech, email, SMS, etc.). We were given two primary goals to meet — migrate the client-server application to the web and reduce IT management costs by creating a self-service management model.

Description of Application

The urgent messaging product was a task-oriented, Web-based application providing actionable, urgent messaging and full-cycle problem resolution. Designed with distributed organizations in mind, such as IT, mobile workforces and manufacturing, the application minimizes downtimes associated with communications delays through escalation, alerting, scheduling and remote resolution. The product is set apart by its user-friendly self service web interface that makes operating the system hassle free.

Application Highlights

- Urgent alerting on almost any device, anywhere
- Flexible schedule management enables message delivery without broadcasting to the entire department
- Automation of common business practices improves system responsiveness and eliminates chances of human error
- Role-based model means staff, supervisor and administrative roles are predefined
- LDAP authentication allows single login
- Group messaging allows multiple messages to be sent for a single event
- Persistent escalation can ensure that a message gets acknowledged right away
- Sophisticated reporting capabilities



Left — Easy-to-use web user interface allows users to quickly track scheduling of devices and send multiple messages for a single event to a group of users. In addition, escalation capabilities provide a path to ensure users receive mission critical messages at anytime on any device.