



UBN PROJECT CASE STUDY



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Client Profile

- The client founded the company in 1944.
- The company is committed to safety, excellence and innovation in bulk-materials handling.
- The organization has developed hundreds of products to make the handling of bulk materials cleaner, safer and more productive.
- Facility at the factory is certified to the "world-class" ISO 9001 Quality Systems
- The client currently holds 134 patents and trademarks worldwide.

At-a-Glance

Client's Business Industry: **HealthCare**

Client's Location: **USA**

Project's Core Solution Area: **CRM implementation**

Key Project Challenges

Business Objectives:

- ☐ To get real time business scenario updates.
- ☐ Capability to configure and customize the app as per the need of the user.

Statistics & Numbers:

- ☐ Project Duration – **15 months**
- ☐ Delivery Model – **Time & Material**
- ☐ Team Size – **9**
- ☐ Engagement Model – **Hybrid**
- ☐ Language – **JAVA/J2EE**

- Integration of CTI component into the application.
- Integrate CTI functionalities like inbound, Outbound calls, Conference
- Security for call identity like call snooping.
- 24x7 application usability, High-availability and no downtime.
- Use of 3rd party tool for sending SMS, FAX, Alpha-pagers.
- Use application email and phone support.
- Keyboard shortcuts for speedier agent usability with spending less than 3 minutes in a single call with all patient and doctor information.
- Call scheduling, appointments, reports and call history.

Solution to the Challenges

Key Business Benefits :

- ✓ Many controls configured for users
- ✓ Change feeding JSON to parse everything to render.
- ✓ Remove limits with pictures and controls with existing ProntoForm appl.
- ✓ Offline use of the app for real time business scenarios.

Statistics & Numbers:

- ☐ Framework – **MVC 2, ORM, SOA**
- ☐ Front End - **JSP, HTML, Ajax, JavaScript, NetUI**
- ☐ App Server – **WebLogic 10.3.1, WebLogic 10.3.6**
- ☐ Database - **Oracle 9**
- ☐ Platforms - **Weblogic, Bea Beehive**

- Integrated clients CTI component to WebLogic Portal and WebLogic 10g and 11g.
- Integrated CTI functionalities like inbound, outbound calls, Conference with shortcut keys and logging solutions as per business need and increased business solution.
- Implemented Call snooping above and overriding the CTI to hide the phone number of doctor and/or patient.
- Implemented Weblogic's application update feature so that it will automatically take the next version of the application when the clusters complete the use. Since it is a HealthCare application, used Oracle's HA (High Availability) database for absolute no down-time.
- Used 3rd party tool for sending SMS, FAX, Alpha-pagers, with proper acknowledgement, delivery and QoS guaranteed.

Feasibility

Key Technology Benefits :

- ✓ WebLogic for auto deploy feature for no downtime during application update.
- ✓ Java/J2EE application development for scalable, robust and secured application.
- ✓ MDB and JMS for scheduling and asynchronous messaging.
- ✓ SOA framework implementation for decoupling and independent applications.
- ✓ Ajax implementation for taking user from standalone application to Web 2.0.
- ✓ Same keyboard operation as previously, using JavaScripts for all customizable shortcut keys.
- ✓ Email and phone support for any level and time as per customer needs, scheduling or escalation.
- ✓ Keyboard shortcuts for speedier agent usability like self-configurable combination of function keys for message delivery methods like SMS, Alpha, Fax, OB call, Email.
- ✓ Configurable Agent shortcuts for each combination of special key with letter for bunch of word, so that Agent doesn't have to spend on typing a lot of info. AutoComplete for all places.
- ✓ Call scheduling, appointments, reports and call history use a personalized scheduler process by MDB and JMS.



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