



MIS-730

Project-2

Common Platform Application for Integrated Trading

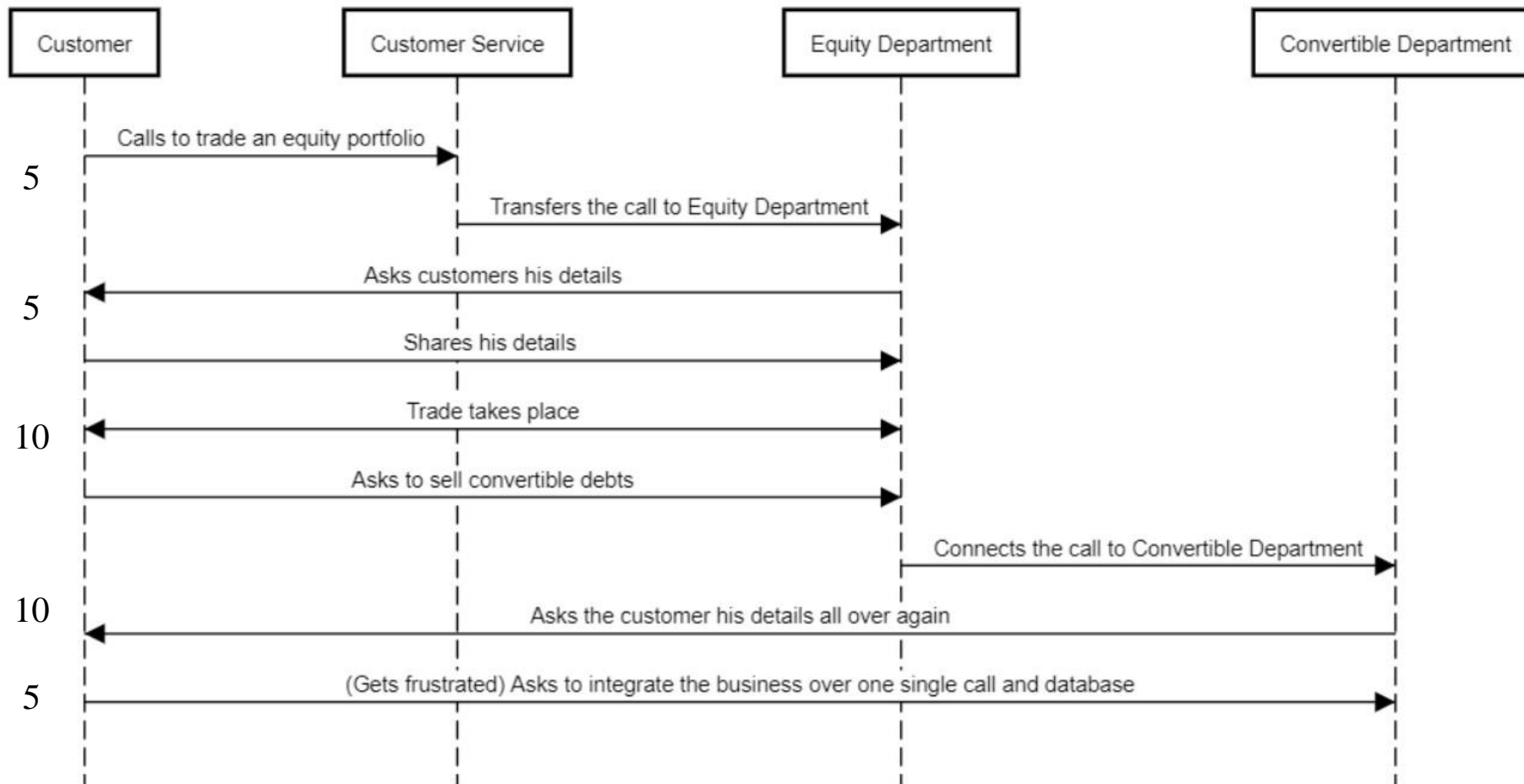
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Problem Statement

- ▶ Integrated Trading is a financial services firm and they have a very complex database issue which makes their customer service very hectic.
- ▶ They provide multiple services and customers often ask for providing more than one service in a single call which makes it complicated for the customer service as their database is very complex.
- ▶ As a consultant I am needed to design a system that will integrate the databases.

Sequence Diagram: Current Scenario

Sequence Diagram: Previous Scenario

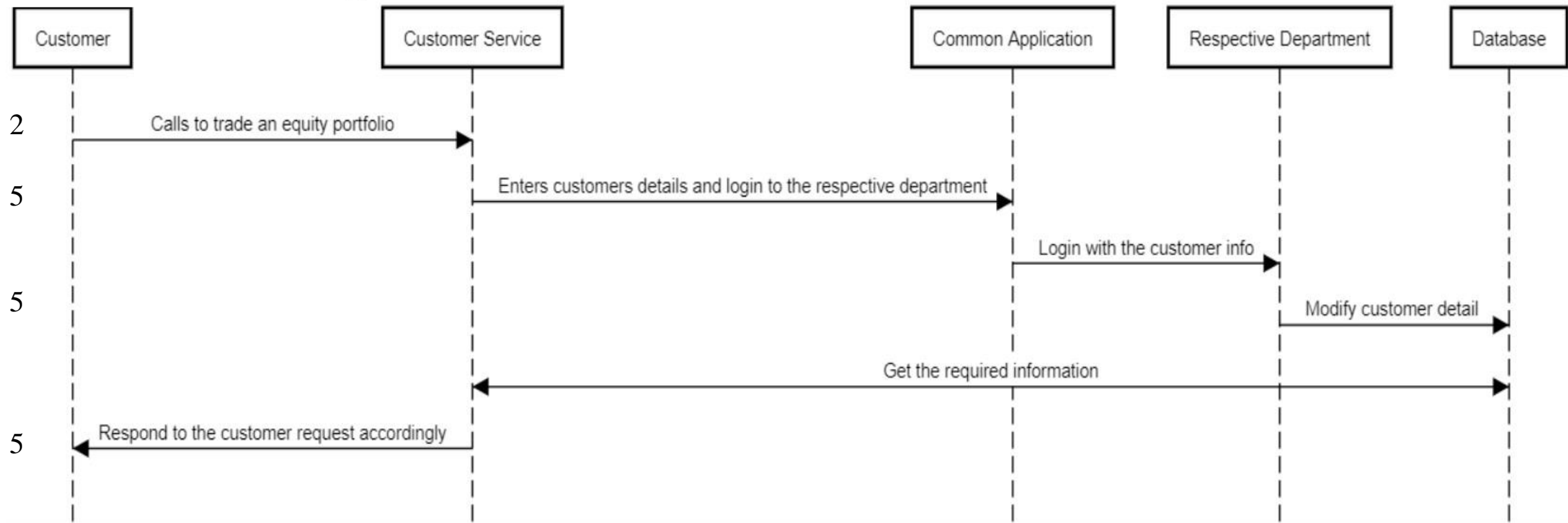


Time

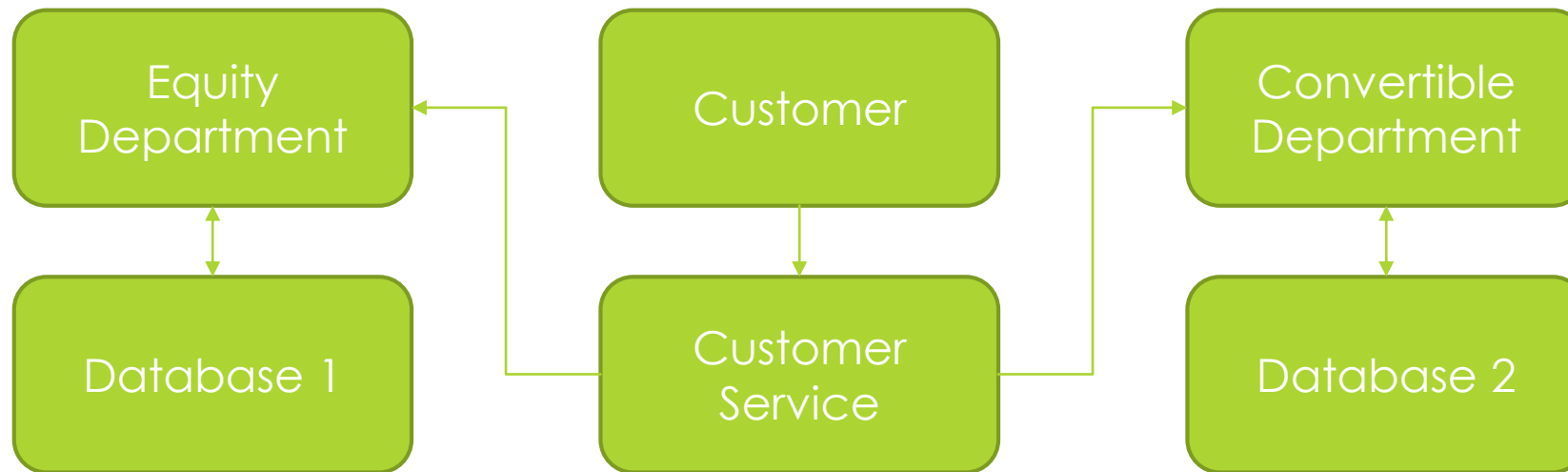
30-35 Mins

Sequence Diagram: Improved Scenario

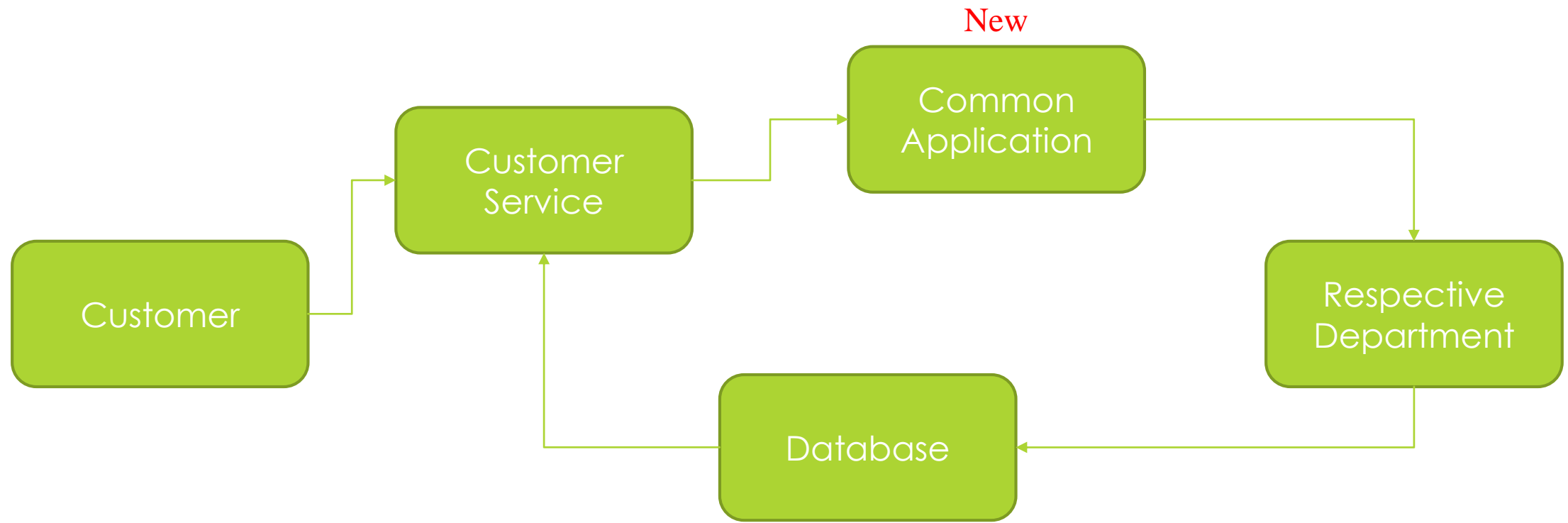
Time
15-20 Mins



Structure Diagram: Current Scenario



Structure Diagram: Improved Scenario



Differences Between Old and New Scenarios

- ▶ In the old scenario, the customer had to call the customer service which would connect them to the respective departments for carrying out a particular trade.
- ▶ These respective departments would ask the customer for their information and then perform the trade.
- ▶ Now after this trade had been processed if the customer had to carry out a new trade or ask a new query then he had to go through this entire process again by sharing the information with the respective department.
- ▶ In this system we are introducing a common platform which is an application which will be used to fetch and modify the information from the respective departments' database.

Quantitative and Qualitative Measures of Success

- ▶ The firm can manage its services more efficiently with a common database and could add more additional services for its customers.
- ▶ It will save time and the customer will not be annoyed anymore.
- ▶ It will attract more customers and will help better the customer relations.
- ▶ Effective database handling due to common platform.

Answers to the Questions asked in Problem Scenario

Q) Suppose a new analyst in Integrated Trading wants to see all the information about an existing customer across all services. Will your design allow for that? Where would the analyst interface with the database or databases?

A) My design will allow the new analyst to see all the information about an existing customer across any service as this common application will provide a platform which will generate database of all the respective departments and will make the process more easier.

Q) Estimate how much time and money it will take to implement your solution. Provide a basis for your estimation.

A) It will take two months of time to build this common application which will integrate all the databases into one common login application which will provide the customer information and will help the staff to modify it.

Q) Did you put anything in between the application and the original databases? If so, try an alternative design that does not insert anything between the application and the original databases.

A) We will be creating a common database which will have access to all the databases and make the process more simpler and hassle free.

Q) Create a new textual scenario – a solution scenario – in which a customer calls into the owners of one database, and wants to know information from yesterday stored in a different database.

A) If customer wants access information from the previous day which is stored in the different database this common database will be helpful in doing so as all the databases are merged into one.



Thank You..!!