



Workflow Entity Tracking System

Client

Client is a very large business house providing broad portfolio of business and technology solutions to help its clients worldwide improve their business performance having Head Office in USA.

Business Challenges

- Required a software system to track all the BPO entities like Forms, Transactions and Applications etc.
- Needed a near real time tracking solution, audit trailing and Inventory status.
- Needed to establish a protocol for integrating with existing Standard and Non-Standard BPO Platforms installed at geographically diversified locations.
- Required Central Dashboard for tracking and high level decision making by the management.
- Required scalability to support continuous growing transactions.

Suma Soft Impact Solution And Results Achieved

- Designed and implemented a J2EE based solution built on MVC Framework using Jakarta Struts.
- Engineered and integrated with existing standard and Custom BPO platforms using XML technology.
- Provided ability for near real time tracking capability.
- Designed and tested for Supporting Tomcat Application Server for Model Office Environment and Weblogic application server for production Environment.
- Used Oracle 9i database with VPD feature.