

CASE STUDY FOR SYSTEM AND TECHNOLOGY UPGRADATION

For a leading Registry service provider company

SNAPSHOT

Industry
Finance

Business Challenge

To upgrade the existing systems and technologies with an increase in business volumes over a period of time.

Omnitech Solution

- Efficient and maintainable business logic implementation
- The application has been developed and deployed as a browser based solution

Business Benefits

- The application is now being used from different branches with a central database.
- User administration and privilege control is centralized hence the application and working environment is a lot more secure.
- The reporting of the application is extended to the clients via a web front and hence regular mandatory reports can now be downloaded by the customers via a secure and controlled interface.
- Easy to deploy and scale up for additional number of users.
- The business process can be easily controlled as well as extended for existing as well as new users.

Company Overview

The client is one of the most prolific providers of Registry Services in India. It has established a reputation of servicing clients with accuracy, efficiency and speed using technology enabled back office processes right from the early days of its operations.

Business Challenges

The client felt a need to upgrade their existing systems and technologies with an increase in business volumes over a period of time. However like any other migration of applications and back office operations from legacy platform to a new platform there a few challenges to be taken care of

1. Implementation of business logic, rules and processes in a new software from scratch, to replace an existing software which has been built and maintained over a period of time by various individuals
2. The migration of data from the legacy platform into the new platform was a huge task with its own challenges and risks. Registry services are heavily dependent of correctness of data and hence extra care has to be taken of the data.
3. The amount of training required converting all the current back office executives and client servicing executives from the keyboard oriented platform to a browser based new platform.
4. All the customer routine queries were services via telephone calls and hence even regular mandatory reporting was becoming a big task to cater to.

Moreover, the client operates from several cities and hence there was a need for an application that could be accessed from any geography but could be controlled centrally also.

Solution

The application was architected to cater to needs of centralized management, usability, maintainability, performance, security and availability. The application has been developed and deployed as a browser based solution.

For efficient and maintainable business logic implementation in the application a careful of front end validation and database stored procedures was implemented.

To print the reports on high speed line printers PDF converter was used to convert export crystal report outputs into non-GDI text files for quick and high quality printing on line printers.

Custom data import engine was created which was driven was XML mapping and configuration for importing data from various data sources in various formats through a single engine.

Partition files were used in SQL server so that data can be split for physical storage according to different parameters while logically they are still the same one data file. This ensures efficiency in data storage and retrieval time and reduction of time to backup the files.

SPI packages of SQL server have been deployed for data transfer from application to web database for web based reporting for customers. Some of the direct features availed by the client

1) Improved market share

The system has enabled the user to acquire new customers into their systems easily. Registry business is data and process oriented, hence the application has enabled to customer to quickly assimilate new data into their systems as enable it for their internal processes. Increased existing customer satisfaction due to access of web based reports has increased the good will and customer references.

2. Cost savings

Since the application is web based the solution deployment and extension costs has reduced and increased productivity of the employees.

3. Improving customer service

Web based reports for customers; quicker response times, standardized response formats and personalized approach to services in terms of client specific reports have increased the customer satisfaction levels.

About Omnitech InfoSolutions :

Omnitech InfoSolutions is an ISO 9001-2000 certified technology services and solutions provider company in the Business Availability and Business Continuity space. The Business Availability services include Infrastructure Management, Application Management and Performance Management services whereas Business Continuity services include Disaster Recovery Consulting and Management, Data Vaulting and Workplace Recovery Services.

Omnitech InfoSolutions is also a world-class provider of turnkey IT solutions like Server & Storage Consolidation, Virtualization, Network Integration Solutions and Data Center Management Solutions, Omnitech provides end-to-end support with guaranteed SLA (Service Level Agreements) in order to optimize infrastructure management and align IT with business goals.

Contact Omnitech InfoSolutions today for free consultation

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