

Client: Provider of Secure Information Exchange Solutions for Enterprises
Location: USA

Client Description

The client delivers SaaS based solutions for secure exchange of sensitive business information across enterprises. Today the client's solution is an industry standard solution for delivery of highly confidential documents and messages for almost all leading financial institutions and pharmaceutical companies in the USA

Business Need

The client's SaaS solution enables business-to-business collaboration over the Internet in a highly secure online environment where professionals can facilitate document intensive business transactions through easy exchange.

Integrating existing in-house document generating enterprise systems of a company with the client's solution, needed a huge support team, which would manually export/import thousands of files across the enterprise system and the client's solution. For example, if 3000 reports being generated per day by an ERP system of a company were to be shared, these would have to be manually uploaded in the client's solution by the client's support team. Such bulk operations could not be browser-based and this was affecting the viability of the SaaS model. The entire process was time consuming and inefficient, it also was expensive for the client who had to build a huge support team.

Solution Offered

Blue Star Infotech (BSI), which was already engaged with the client, envisaged the development of client side tools to enhance the SaaS based solution and overcome the problem of bulk operations.

These client side tools with flexible options would perform multiple uploads/ downloads and could be run immediately as well as scheduled in batches.

An entire application suite of tools was developed which not only performed basic operations of bulk upload and download but also had added a new dimension to the solution- the ability to work in an offline mode and hence improve speed. This was done by adding functionalities like file comparison, online view creation, alerts and automatic file updation which ensured that the user could always work on the correct files and edit them even in an offline mode. The tools

designed had a user-friendly interface and were easy to use through keyboard controls. The entire suite was lightweight through usage of web services and consumed less memory.

This client side suite enhanced the usability of the solution by providing end users more control over their actions.

TECHNOLOGY

- Platforms: Windows, Linux, Solaris
- Oracle, Sybase, PostGres
- Core Java, JSP & JDBC
- VB, VB.NET
- Java Script, VB Script, HTML, XML, XSLT
- Visual Studio.Net, Visio
- ANT, WinCVS
- Rational Rose, Enterprise Architect

Benefits to the Client

- By adding client-side tools to a SaaS solution, the client enhanced the usability and functionality of his solution, which gave a big boost in helping to sell the product
- Bulk operation can now be performed easily by end users and the time has been reduced from a few days to a few hours
- The client has been able to reduce the size of his support team and engage them more productively elsewhere

For more information about Blue Star Infotech:

USA	+1-(408) 235-1640	bsia_ca@bsil.com
UK	+44-020-8538 2710	bsil_uk@bsil.com
India	+91-22-2490 1870	globalhq@bsil.com

www.bsil.com