

IT Service Centre Application for a leading provider of technologies and solutions for converged and mobile networks



Solution Overview

In order to have a collaborative, secure and user-friendly system, the client decided to re-platform its IT Service centre database application onto SharePoint Portal Server. The client also wanted to rejuvenate the look and feel of the UI to inspire the usage of the ITSCA system within the company.

They decided to partner with Sonata, in view of Sonata's expertise on SharePoint Portal Server and Sonata's proven service delivery methodologies.

Situation

The client is a leading provider of technologies and solutions for converged and mobile networks for over 20 years. It is headquartered at USA and having offices in Europe and Asia. Their products enable new mobile voice, data and video applications and improve the performance of wireless networks, helping customers grow their revenues and profits. Their Customers and partners include the world's leading telecom equipment providers, application developers and mobile and converged network operators. The client is dedicated to providing superior products and technology. They have decades of experience deploying products in networks around the world.

The client had an existing IT Service Center application. The company wanted to re-platform this "IT service centre database" on SharePoint portal. Although the existing ITSCA database application was able to provide tracking and assigning call features, it wasn't very collaborative & secure. They also wanted to leverage as a good document management platform for storage & retrieval of their IT policies & knowledge base. The client also believes a "rejuvenated" look to this site will help company to inspire usage of ITSCA.

Profile

Sonata is an SEI CMM Level 5 global IT consulting and software services company providing services to ISVs and Global 2000 clients and ISVs since 1986.

Through a proven low-risk global delivery model, Sonata provides solutions in the areas of ERP/SCM/CRM implementations/management, Business Intelligence, Enterprise Application Integration, Application Development and Management, Infrastructure Management and modernization of legacy applications.

Sonata is a Gold Certified partner with an established Competency Center focused on cutting-edge Microsoft technologies.

Website

www.sonata-software.com

Industry

Software Development
Software Services
IT Consulting

Scenario

To develop a portal based solution for the client's IT Service Centre Application.

Microsoft Technologies

- Microsoft Windows 2003 Server
- .NET Framework 2.0
- SharePoint 2003
- SQL Server™ 2005

Benefits

- **Secure KM platform**
 - Role based access
 - Integration with directory services – single sign-on
- **Personalization**
 - Improved Self service experience and targeting of issue
- **Comprehensive Document Management**

The Solution

Sonata followed the Microsoft Solution Framework Model in developing the IT helpdesk application.

Functional Specifications of the application included:

- Collaborative features
 - News
 - Announcements
 - Rule and process enabled Alerts and mailings
- Document management feature
 - IT policy and procedure information / document management
 - IT Knowledge base
- Server Centre Ticket Application
 - Service call recording page
 - Categorization enabled, problem drill down navigation to narrow down problem recording
- Security
 - Role access based
 - Windows authentication, single, sign-on

“We have been very satisfied with Sonata’s skills on Sharepoint Portal Server and delivery capabilities. The Sonata team is very process driven and performed extensive analysis of our requirements and built the solution tailored to our needs.”

Sriram Srivatsan
Head, India Operations

The technical specifications of the application are as elucidate below:

- **Server Tier**
 - Portal based on SharePoint server
 - Hosted on Windows 2003 server (IIS).
 - MS exchange is the mailing infrastructure.
 - SharePoint uses Microsoft SQL Server 2005 as Database server
- **Client Tier**
 - Windows based systems
 - Browser needed to view the Intranet site. IE 6 and above is preferred
 - ASP.Net based site page
 - Other Operating System and services
 - Windows XP/2003

Technology Stack

Server Tier

Category	Software	Services
Server Operating System	Windows 2003	<ul style="list-style-type: none">• Active Directory• IIS
Runtime Framework	.Net 2.0 Framework	.Net Runtime
Intranet Portal	SharePoint	<ul style="list-style-type: none">• Intranet Portal
Database	Microsoft SQL Server 2005	<ul style="list-style-type: none">• Database

Client Tier

Category	Preferred Software
Operating System	Windows XP
Browser	IE 6 +

Benefits

- Improved user experience
 - Good document management platform for IT policies & IT knowledge base
 - Improved Self service experience and targeting of issue
 - Better allocation and queuing of the problem of resolution based on defined problem categories and customized problem drill downs
- Improved quality of service through efficient collaboration and workflows
 - Greater flexibility to allocate and reallocate work
 - All stake holders informed at every progress stage

Secure access to application with single sign-on

For more information on Sonata visit us at www.sonata-software.com