

Corporate website and solutions portal for a leading telecommunications company

The Client

The client is the eighth largest wireless telecommunications provider in United States. Since its inception in 1983, it has grown to provide wireless service to 4.7 million customers in 149 markets across 26 states.

The Challenge

The client provides wireless services to several major metropolitan markets as well as mid- and small-sized cities. The client strategy is to provide superior customer service and support through more than 500 retail locations nationwide. In order to deliver better service and support to its customers, the client recognizes the need to provide its services online.

The Objectives

- To achieve online presence in serving the wireless needs of new and existing customers.
- To provide an online platform for the new customers to browse and shop for wireless plans.
- To provide online service for existing customers to enhance their wireless service plans.
- To provide users with easily accessible interface to choose from a wide selection of phones and wireless accessories from top manufacturers.
- To provide offline tools for the business users to view and modify the product details on the fly and to process the online orders.

The Solution

Our team assisted the client in designing and implementing the solution through all phases of the software development lifecycle.

The solution provided the following services:

- Corporate Website – for new customers to shop for wireless plans.
- Command Center – An offline tool to provide the business users to set rules, prices, promotions and discounts for various plans based on the type of market.
- Order Processing system – An offline tool for the business users to view and process online orders.

The application was deployed in a clustered environment for high scalability and availability. The new application was integrated with existing product database to access data related to various markets and the products linked to it.

The client now has a robust set of products and services available on the Internet to enable them to sustain and fuel their business growth.

Tools and Technologies used

- Weblogic (Application Server)
- Oracle (Database)
- Java (Language)
- J2EE, EJB (Server side technologies)
- Borland JBuilder (IDE)
- JUnit, Mercury TestDirector (Testing tools)
- Documentum (Web Content Management tool)
- Sun Solaris 8.0 (Operating system)