

Efficient and effective management of high volume B2B and B2C portals

Largest US Wireless Communications Provider

The Customer

The Customer is the largest provider of wireless communications and data networks in the US. The Customer's B2B and B2C portals are their major online retail channels with more than 1 Billion hits per quarter and more than 250,000 orders a month. These portals are used by prospects to research wireless phone plan offerings, sign up for plans, manage their profiles and services, and pay bills online.

The internal business interface to the portals is a homegrown content management system that enables business users to input and edit information such as phones and related accessories, phone features, discounts, rebates, offers, and pricing.

The Challenge

The Customer engaged AgreeYa to manage their B2B/B2C portals and the backend content management systems. The project scope of work included bug fixing, new features development, enhancing existing features, and porting to newer application frameworks. The AgreeYa team was to work as an extended arm of the the Customer's development teams across the US, and to integrate completely with their engineering, quality,

configuration management, and change management processes.

The Solution

For this project, AgreeYa adopted its O³ (onsite-offsite-offshore) delivery model. AgreeYa deployed teams onsite at Customer offices and offsite at AgreeYa offices with the testing infrastructure offshore at AgreeYa's Global Delivery Center (GDC). Each team had a specific role to play in the project. Detailed communication and collaboration plans were implemented to ensure team integration.

The engagement was initiated with knowledge transfer sessions where the team learned the functional and technical aspects of the application set and infrastructure. Detailed meetings were then held to finalize the development process.

A VPN-based access mechanism was implemented to the Customer's network. A complete testing infrastructure was deployed offshore, with dummy simulators to mimic external systems to enable system and integration testing. While teams worked during US time zones, the offshore team was deployed during night shifts for user acceptance testing (UAT), "Go Live", and post-production support.

The Results

This is an ongoing engagement. AgreeYa has been working on this engagement for the past three years with continued success.

The key benefits delivered in this project were:

- Provided the Customer with an on-demand resource pool for managing spikes
- A 24x7 team presence facilitated quicker go-to-market
- Fixed cost of resources reduced total cost of ownership

Overall, this project resulted in high quality development at a low cost, providing a high return on investment for the Customer.

The Technology

The application was developed using Java/J2EE technology. Some of the technology components used were JSP, EJB, Oracle, Weblogic, TogetherSoft, Borland suite, Web Services, Spring Framework, Struts Framework, LDAP, AJAX, Test Director, ANT, CVS and SUN Solaris.

AgreeYa's Portal Solutions

AgreeYa's Portal Solutions deliver extensive community, collaboration, content, document, and knowledge management capabilities combined with security, identity management, and mobile access capabilities. With expertise in a wide range of technologies, we deliver the following advantages to our customers:

- Accelerate productivity by providing employees with accurate information quicker
- Create a dashboard of key performance indicators for proactive decision making
- Manage projects, information, and knowledge through a single platform
- Automate key business processes
- Reduce communication costs
- Extend collaboration to suppliers, customers, and partners

About AgreeYa Solutions

Founded in 1999, AgreeYa Solutions provides an industry leading blend of technology, business consulting, and outsourcing services to provide its customers with flexibility, agility, and expertise required to excel in today's business environment. Headquartered in Folsom, California and with its global operations from NOIDA, India, AgreeYa provides services to all major industry segments of the global economy, including consumer business, energy, health care, government, manufacturing, telecommunications, banking, and financial services.

AgreeYa has been providing high quality solutions and services to customers such as Acer, Alcoa, Allergan, Daimler Chrysler, Deloitte, Fujitsu, Gap, HP, Kaiser Permanente, Lucent, Mitsubishi, Nissan, State of California, State of North Carolina, State of Washington, and Verizon. For more information about AgreeYa Solutions, please visit <http://www.agreeya.com/>.



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