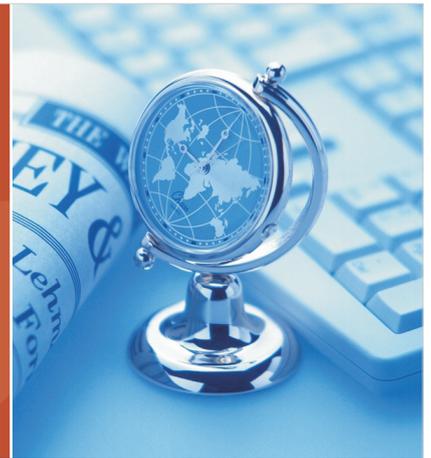


Case Study

Integrating an on-demand business operations solution with LoB systems



The Customer

The customer provides a mixture of consulting, coaching and software implementation services, all focused around improving operations management in large organizations. Their unique approach and solution meets the need of back office resources to have a consistent and repeatable mechanism to control business operations everyday.

The Need

The customer's existing SaaS solution meets the need of back office resources and helps them in handling day-to-day business operations. The major challenge was that the end-users of the solution could not service data to/from any LoB applications & third party tools. Hence, the customer wanted to:

- ✍ Re-architect the solution to **Service Oriented Architecture (SOA)** to better integrate and communicate with other external applications.
- ✍ Incorporate authentication and encryption for a secure and reliable data transfer.
- ✍ Re-engineer and build a more scalable, configurable & customizable solution with few feature enhancements

The Solution

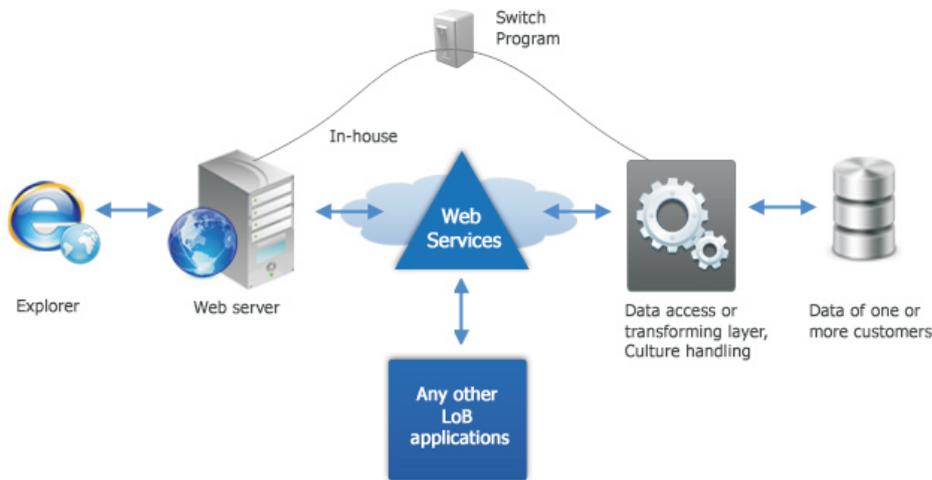
Aspire's SaaS experts initiated a deep analysis of the existing solution and provided them a detailed action plan for remediating the areas of improvement. Aspire also helped the customer to re-engineer the entire solution and implemented key features like -

Web Services: Since back office business operations need to communicate with many external systems, Aspire enabled real-time integration by **creating web services** that can service data transfer to/from any authenticated application to the core solution.

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Technology Snapshot

- Microsoft .Net 2.0 (Service Pack 2)
- Ajax extension for ASP.Net 1.0
- SQL server 2005 and SQL server management studio 2005
- Visual Studio .Net 2005 (Version 8.0)

Custom security layer: The customer had many end-users and each had access to different data based on their need. To ensure security of data at all levels, Aspire built a custom security layer to give user-specific access.

As any back office operation solution will have access to different third party tools, Aspire's development team secured the data being exposed to these tools that communicate with the core solution.

Role-based access: Access to various functionalities in the solution is equally important from the standpoint of security. Aspire has implemented role-based access control (Admin User, Global user or Local user) to gain advantage of the core solution functionality. Only authorized users will get access to view, edit or manage the permitted 'resources' (the resources assigned to them) based on their roles.

All end-user specific tools and other ancillary applications integrated with the solution will be displayed in the solution only based on vendor's license.

Single Sign-On: As the solution had the feasibility to integrate with many external systems & third-party tools, single sign-on was enabled to make it easy for the end-users.

Dual deployment support: Since few of the existing clients used on-premise version with their own infrastructure and deployment methodologies, the solution was deployed in a hybrid model (on-premise and SaaS) using a single code base to satisfy the entire client base

Globalization and Localization: The solution was optimized to support multiple languages using .Net since the customer had many end-users across the world.

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The Benefit

- ✍ Re-engineered version of SaaS solution was released to end-users like big players in banking and financial domain across the world and all realized a transformational impact on their resource productivity
- ✍ Sharing the data seamlessly with LOB reduced the challenge of integrating the solution with the customer's in-house applications.
- ✍ Security infrastructure of the customer's solution was improved on implementing role based access security and custom security

Aspire optimized the solution to support multiple languages since end-users spanned across the world.

ABOUT ASPIRE SYSTEMS

Aspire Systems is an Outsourced Product Development firm committed to helping our customers build software products better and faster. We work with some of the world's most innovative Independent Software Vendors and software-enabled businesses, ranging from start-ups to established industry leaders, transforming the way software is built. Aspire provides complete product lifecycle services, ranging from new product development and product advancement to product migration, re-engineering, sustenance and support. We are headquartered at Chennai, India with offices in USA and UK.

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