



# YOUR VISION OUR QUALITY



## Company Introduction

An established high-potential player, with 8 years of rich experience in developing and testing Enterprise products & applications for Web, Cloud and Mobile using cutting edge technologies with experience spanning multiple verticals across the Globe and technical excellence in Enterprise Level and open Source Technologies. Matured Processes and Proven Working Models supporting secure infrastructure with Agility to Scale on Demand makes us the preferred solution center for all technological solutions.

# Case Studies

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[www.ibosstechsolutions.com](http://www.ibosstechsolutions.com)

## About the Client

The client provides a number of high quality Finance & Insurance products in the US market primarily used in the automotive and other motor vehicle industries (such as the RV/trailer, marine and the power sports). These include, but are not limited to, theft protection, debt cancellation, road hazard protection, excess wear and tear protection, and vehicle component identification.



## The Challenge

Physical presence of paper forms took a lot of space, which would have otherwise been used for a more productive activity. The security and reliability of the paper data was also a growing concern. Managing, storing and sharing unsystematic data entered using different excel sheets was another cumbersome activity.

We were chosen as a service provider to automate data entry processes of concurrent users with dual monitors and was provided with high level business requirements document which detailed the high level business goals of the application.

## Data Entry Automation System

### Key challenges included :

- Application to support and allocate forms automatically to 80 concurrent users at any given point of time
- Application has to allocate different format forms with different fields and categories to the specified users in a group
- Real time QC process and data validation to be implemented

### Technologies Used :

- Tomcat
- J2EE/ Struts
- Hibernate
- PostgreSQL
- XML
- DWR and Java Script
- Netbeans IDE

## The Solution

- » The application was developed using the following technologies:
- » Tomcat as web and application server and Apache Struts as J2EE components
- » Hibernate (Middle-Tier), as a solution for object-relational-mapping and persistence
- » XML, DWR and Java Script for Web 2.0 ready navigation flow
- » PostgreSQL RDBMS as an open source database
- » 4 resources were deployed on the project development for 3months including a senior developer, developers and QA with expertise in J2EE, Struts, hibernate, XML, JavaScript and Postgres SQL.
- » The project is currently live at the client location.

## The Value

- » Absolute accuracy and quick reference is possible to the records processed whenever required with the help of web services and data type restrictions
- » Multi-Threaded online module enabled the company to implement the centralized system that can process as many forms they want, on any given day, categorized by any data field, by a click of a button
- » QC tool for manager to check random forms for quality and reallocation of bad forms in real time
- » Automated allocation of scanned forms to the agents helped increase operational efficiencies

**There is nothing much to say about other than the fact that they have been a part of our success story. We have been able to revise our warranty delivery schedules, saving them days and in some cases, weeks, increasing our customer's trust with us.**

- Chief Financial Officer  
TPA, US

## About the Client

The client is a USA based organization and is the leading provider of extended service plans, buyer protection programs and product support for retailers, financial service companies and wireless carriers.



## The Challenge

The client wanted to re-engineer the existing CRM portal featured with product registration, consumer surveys, Extended Service Contracts, E-commerce sales channels, Rebate program management, warranty claims processing, warehousing and distribution services developed in Oracle, Oracle Financial Portal and Power tier as a middle layer. The product was required to be re-engineered to an open source platform and at the same time required to provide performance comparative to Oracle database which in itself was a major challenge.

## Enterprises Customer and Contract Management TPA

### Key challenges included :

- No technical and functional documentation was available with the client for the CRM re-engineering
- Migration of Oracle database and Oracle Portal to Open Source Portal database and Portal Technology
- keeping up the same performance

- Migration of Oracle database with database volume of 120 GB to open source database keeping up the same performance
- Reverse Engineering of Power tier component with 1 million lines of code to open source middle tier Solution

### Technologies Used :

- Tomcat
- J2EE/ Struts
- Hibernate
- PostgreSQL
- XML
- DWR and Java Script
- Netbeans IDE

## The Solution

The application was modified using the following technologies:

- » Tomcat as application server and jBoss Portal as reporting and integration server
- » Hibernate as middle tier
- » PostgreSQL RDBMS as an open source database

14 resources were deployed on the project development including Project Manager, Team Leader, DBA, Analyst and developers with expertise in Oracle, Java, hibernate and Postgres SQL. The project was started in late 2006 and was completed in 8 months time frame. Thereafter, the project went into support and enhancements.

## The Value

- » Maintenance was reduced to more than one third
- » No Software Licenses costs as the solution was on open source

**The contract was awarded for re-engineering of the enterprise CRM with complex features. The application was reengineered successfully by them and they have been handling all the activities right from development of the new specifications to post-product support phase very efficiently. Today, we rely on them for both critical and not critical requirements on the application, as well as annual maintenance requests.**

- Chief Technical Officer  
USA

## About the Client

Client is an independent and committed UK based organization that provides best practice framework for governance, strategy and performance planning, exclusively for the social housing niche. The framework consists of a Software, Consultation for excellence and complete focus on the housing sector. The framework is recognized as an example of positive practice in strategic planning and performance management by the Audit Commission.



## The Challenge

The legacy module sets were developed on Microsoft Access and Microsoft Visual Basic. There was a need to re-develop and reconstruct these sets to achieve higher efficiencies through modern Technologies.

The new web based version of the software product is to help the Housing Societies in managing their long-term corporate plans which will contain SMART goals that are validated against an internal and external analysis of the organization. These goals would then be prioritized, allocated and risk analyzed before being pitched into the annual plan for the organization, held within the Project Module.

Projects and action plans would then be developed and broken down into various tasks

## Enterprise Strategy Planning Framework for Housing Societies

### Key challenges included :

- Required to be performed using .Net Framework 3.5 utilizing SQL Server 2005 as a backend
- To contain SMART goals which are to be validated against an internal and external analysis of the organization
- To enable the Housing Societies to identify resources required to deliver the tasks

- Identify linkages to key lines of enquiry, quality standards, evidence and cross-cutting themes.

### Technologies Used :

- .Net Framework 3.5
- C# as language
- SQL server 2005
- AJAX
- ADO.Net and Linq
- Silver Light
- Component Art Controls
- VS 2008 Team Suite
- TFS

## The Solution

The demo of legacy application (developed in MS Access and VB) was done by the client as a step towards the knowledge transfer and to gain better understanding of the business requirement by iBoss.

- » Deployed resources having expertise in .Net and SQL Server development.
- » Working on the onsite-offshore model, the offshore team at iBoss Tech Solutions is given the functional requirements for the modules to be redeveloped by the Project Manger based at the client end.
- » Based on the functional specifications, the Team Lead at iBoss's offshore development center creates a technical specification and divides the specifications into different tasks for assigning the same to the developers. The development is coordinated using TFS for configuration management and SharePoint Portal for reporting.

## The Value

- » Faster development and turnaround
- » Reduction in development cost
- » On time delivery of modules
- » Reduced time for product launch

**We involved them from the start, defining the process and advising as to how it can be improved. Their willingness to succeed and enthusiasm to "do things right" have been a contributing factor to the success of the project. I would recommend them to any software house looking to expand their development capability.**

- Managing Director  
UK

## About the Client

The Client provides products and solutions to the motor vehicle industry that protect consumers from the perils of ownership. Their products compliment manufacturers' warranties both during and after the factory warranty period.



## The Challenge

The new project was expected to help reduce Average Handle Time (AHT) and improve customer service.

The application needs to enable Adjusters to address contract/claim inquires, initiate claims and provide claim status updates while achieving client's philosophy of

**"Customer Service. Done Fast. Done Right."**

### Key challenges included :

- User friendly "point and click" technology (eliminate "function keys")
- Claim documentation's real time uploading into data center
- Unlimited character space to reduce the need for abbreviations
- A Vehicle Identification Number (VIN) decoder
- Ability to sort and filter search criteria
- Screen consolidation to streamline the claims handling process
- Built in automatic sales tax calculation
- Automatic denials based on internal quality assurance controls
- 3 C's (Concern, Cause, Correction) are to be driven by product
- Display of applicable deductible on "Claim Initiation" screen

## The Solution

The Following solutions were incorporated to fulfill the need and requirement of the client.

Some of the key solutions are:

**Web based implementation :** Web based implementation of the project enabled proper execution of extensive features such as unlimited character space for data filling.

**Concern, Cause, Correction :** Embedded into the product creation strategy is mantra of **"Concern, Cause, Correction"**. Web application has been designed to address concern and find the root cause and suggest method for correction.

**All in one :** Contracts and claims can be searched on the same screen, claim information and major components are available on the same screen, etc. Screen consolidation has been implemented to streamline the claims handling process.

**User Friendly Design :** Multiple features have been added to make the process better and simpler. Real time uploading of Claim documentation into data center, displaying of applicable deductible on **"Claim Initiation"** screen and elimination of **"Function Keys"** to enable User friendly **"point and click"** technology are some of such features.

**Integrated modules :** Built in modules such as automatic sales tax calculation has been integrated into the web application to provide user with rich functionality.

**Extensive Search Facility :** Every search query in Web parts/Pages can be sorted and filtered to get the desired result instantly.

## The Value

The client is now able to provide its customer with best of the features and extensions while improving upon the average handle time and customer service. New design model significantly decreased the learning model for new adjusters through its user friendly design and interface.

**Web solutions incorporating new design model to reduce average handle time and improve customer service**

- Managing Director  
UK

## About the Client

The client is a UK based software solution company that offers one-stop solution for the realty market under the brand of Homes and Living (H&L). They are in business of automating and collaborating various aspects of realty sector through IT enablement and web based application.



## The Challenge

The Homes & Living (H&L) business is to provide a hosted and managed application to estate agents to enable them to market their property portfolio (For sale or To let) through an easy to use, consumer facing web site or a branded version of the same called a "Kiosk" to be used solely by the estate agent as a sales tool. The consumer brand will be marketed in a specific "Area" and a web site for that area will be accessible to consumers in that area. The H&L consumer brand will be established in each local area with estate agents being invited to market their property portfolios on the site for a fixed monthly fee. There will be no charge to consumers for use of the service.

## Localitas-Real Estate Portal on Google Technology

### Key challenges included :

- Lack of insight and information towards real estate customer segmentation and profiling.
- Lack of impressive and effective properties portfolio to showcase.
- Difficulty in managing supply chain management and properties tracking.
- Lack of tracking of nearby hospitals, schools, police station etc for the listed properties.

### Technologies Used :

- Tomcat
- J2EE/ Struts
- Hibernate
- PostgreSQL
- XML
- DWR and Java Script
- Netbeans IDE

## The Solution

Application provides Agents Kiosk Model option to design the front end layout and import/ add properties under their brand name with location of head offices, branch office and local office. Under this model, the full functionality of the consumer site is available, but only the properties of the specific agent and its branch offices will be shown.

- » The consumer site for each local area will have easy search facilities (including latitude, longitude, distance from Tube, Hospitals, falling under budget range etc) using a combination of Google™ maps and textual database searches to zoom in and locate the area they wish to live.
- » Once the consumer has found the area they wish to live, properties will be displayed on the map up to a maximum of say 100 at any one time.
- » The user can click to see summary details of the property in a pop-up on the map.

- » 6 resources were deployed on the project development including Team Leader, DBA, QA and developers with expertise in .Net, Google Maps and MS SQL 2005. The project was started in beginning of 2006 and was completed in 7 months time frame.

## The Value

- » Allows estate agents to identify trends and patterns in tenant behavior as well as the interdependencies between tenant profiles with anti-social behavior, voids, arrears etc.
- » Improved Customer Insight including customer segmentation and profiling (both demographic and behavioral) enables estate agents to provide a better, more tailored and cost-effective service.

**I haven't worked with a team that is so enthusiastic and willing to learn new paradigms of businesses. Your team has got us a long way forward on technology.**

- Managing Director,  
UK

## About the Client

The Client provides products and solutions to the motor vehicle industry that protect consumers from the perils of ownership. Their products compliment manufacturers' warranties both during and after the factory warranty period.



## The Challenge

The project required to create niche apps based on branding and localization of every dealer of client with added functionalities and features.

Application was required to provide products and services that protect consumers while enhancing the ownership experience.

### Key challenges included :

- Simple user interface for minimal learning curve
- Ability to scan a VIN (Vehicle Identification Number) right off of the vehicle to access policy information
- Verification of vehicle coverage at the tap of the button
- Check the status of a recently submitted claim
- Scan documents and ensure follow up of specifications by size and clarity
- Offline access capability to claim portal
- Customization of design as per dealer's branding
- Localization of application as per customer base of dealer

## The Solution

The Following solutions were incorporated to fulfill the need and requirement of the client.

Some of the key solutions are:

**Branding :** All the apps were designed keeping in mind the branding image of dealer with features replicating the claim procedure of respective dealer only.

**Multi Lingual Framework :** Application is built keeping in mind the support for multiple languages as per the need and demand of the respective dealer's customer base.

**Scanning Capability :** Application has been installed with capability to scan documents, VIN (Vehicle Identification Number) right off of the vehicle to access policy information. Document scanning guidelines have also been defined for uniformity and clarity.

**Different Dealers, Different processes, One solution:** All the differences between claim procedures of dealers have been duly noted and incorporated into the application to keep the customer experience same.

**Offline access capability :** Offline access capability for claim procedure has been granted to users allowing filling of data anywhere, anytime even in event of network unavailability.

## The Value

The client has been able to make its customer's job easier when creating and managing claims. Now authorized dealers, through a simple and intuitive interface have immediate access to a wide range of features at any time, any place. Consumer has become more capable and advanced with the features application has offered.

**iBoss did a wonderful job on making this application Easy to Use and Train as well as managed Flexibility for Enhancements and Implemented Security at Higher Standards.**

- Application Manager,  
USA



## About the Client

With over 50 years in business, the client is known for its high-end designer menswear (Armani, Ermenegildo Zegna, Canali, Brioni) and also carries sportswear, shoes, and accessories.



## The Challenge

The success of the client's retail stores presented an opportunity to develop an online channel. Prior to this point, the client had enjoyed limited success with a print catalogue that functioned mainly as an advertising piece. Customers could order items by phone or mail, and those orders would be fulfilled by hand.

The challenge was to develop an online channel that complemented the store experience and catered more effectively to the lifestyle of its customers. To make an online experience relevant, it was important to design it to fit the lifestyle and needs of the client's customers.

## Apparel Store-Online Retail Channel Development

### Key challenges included :

Some key dynamics that were brought to light through research included:

- Stores were popular in towns, but residents may not have a store in their locality.
- Customers, especially women, did not like to try on certain clothing in-store (e.g., swimwear, jeans, or underwear).

- Customers found it difficult to create outfits that were not expressly merchandised in the store or in marketing images.
- Managing and meeting customer expectations on order processing and searching products

### Technologies Used :

- .NET Framework 3.0
- VB.NET
- Java Script, XML and
- AJAX
- Telerik RadControls
- VS 2005

## The Solution

Based on the project specifications, 2 senior .Net engineers were deployed on the development for a period of 2 months.

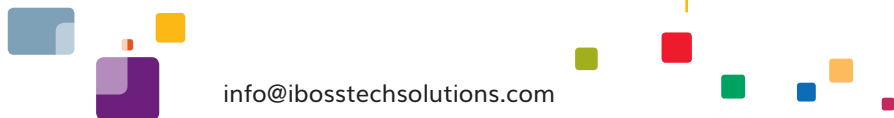
- » The application was developed using the following technologies:
- » Microsoft .NET Framework 3.0
- » C# as object-oriented programming language
- » Telerik RadControls for enhancing user experience
- » Java Script, XML and AJAX for client side scripting
- » Visual Studio 2005 as IDE

## The Value

- » It allows customers to purchase several sizes of an item if they were unsure of fit
- » The client was now able to create a 'virtual' store that carried all the products that the brand had to offer. This was not true in the client's store locations as stock space, regional preferences, and climate limited the assortment that any one location would, or could, receive
- » Effective advanced search, customer management and order processing

**Your approach to our online tailor shop is exactly what I was looking for, with time saving functionality and open access to satisfy the customer. Without your help, I'd still only have the desires to get online. Even my in-store customers are happy now, as they can search for new products online.**

- Business Owner ,  
Apparels Business, USA





## About the Client

The client is an India based organization and is the leading provider of financial services included but not limited to payroll management, PF management, end to end back office management, administrative support, building up ODCs and resources outsourcing support.



## The Challenge

The client wanted to develop a internet based fully automated Payroll Management System on web 2.0 standard. The key performance indicators included security, accuracy, speed and simplified user interface and navigation flow. Although many payroll products were available in the market, however, none of them was offering the ease of processing salary of all employees through a single screen and as fast as we wanted, to save on our resource time

## Web-Based Fully Automated Payroll Management System

### Key challenges included :

- Too many excel sheets with too many formulas, each month, each year and sometimes, each week.
- No centralization.
- Complex rules and regulations in India require chartered accountants to provide expensive expertise over various payroll issues.

### Technologies Used :

- jBoss
- J2EE/ Struts
- Hibernate
- PostgreSQL
- XML
- DWR and Java Script
- Netbeans IDE

## The Solution

The application was developed using the following technologies :

- » jBoss as application server and Apache as web server
- » Apache Struts (web application framework) for developing the J2EE application
- » Hibernate (Middle-Tier), as a solution for object-relational-mapping
- » XML, DWR and Java Script for Web 2.0 ready navigation flow
- » PostgreSQL RDBMS as an open source database

6 resources were deployed on the project development including Project Manager, Team Leader, DBA,

Analyst and developers with expertise in J2EE, Struts, hibernate, XML, JavaScript and Postgres SQL. The project was started in mid 2007 and was completed in 12 months.

## The Value

- » Centralized Payroll, which can be accessed from any platform from across the world.
- » Increased productivity; payroll engine is processing 100 pay slips on an average of 1 minute.
- » A user Interface that is easy.
- » The solution is on open source technology; No licenses.
- » Security at its best; A highly secured application with an encrypted database.

**We chose them out of 20 to develop our complex payroll system, which required a high degree of domain knowledge and expertise on the latest J2EE technology. They have risen above our expectations and helped us with a smooth transition to the new system and have continued to add value into our product and are always there when we need them.**

- Product Manager  
Leading Financial Company, India

## About the Client

The organization works towards the promotion and development of the SMEs sector in India and provides continuous support to this sector by carrying out activities such as Training Programmes, provision of Business Intelligence services through a Databank and acting as a catalyst for Interfacing with other concerned and associated institutions of external trade. It reinforces basic philosophy of integrating research and training for the benefit of the SMEs with a special focus on Internationalization of SMEs.



## The Challenge

The identification of exportable products along with its markets had to be chalked out in the most user friendly manner for the state, which would help the prospective exporters from the state in near future, to select markets for their products, effectively and profitably.

The key factors to target market selection: segment size and growth, and segment structural attractiveness, were too difficult to understand and was limited to raw data.

## Decision support application for export market selection and the identification

### Key challenges included :

The following manual process was very cumbersome and used to involve days and sometimes months.

- Identification of the HS Code (Harmonized code system)
- Trend Analysis of Exports
- Revealed Comparative advantage
- Trend Analysis of Markets and market fluctuations
- Understanding trade complimentarily between the markets

- Understand export competitiveness of the state in the Identified Market
- Other interoperability problems associated with the sharing of documents and data, due to differences in computer platforms

### Technologies Used :

- .NET Framework 3.0
- VB.NET as language
- Win Forms
- XML and AJAX
- Chart Controls
- VS 2005

## The Solution

The application was developed using the following technologies:

- » Microsoft .NET Framework 3.0
- » VB.Net as the object-oriented programming language
- » XML as data storage, maintaining hierarchy and serving charts
- » .Net chart controls

Based on the project specifications, 2 resources were deployed on the development for a period of 6 months including a technical architect, who prepared the technical specifications and a senior developer with expertise in .Net technology.

## The Value

- » Agri-products for export from the state can be selected at ease
- » Competitiveness for small and medium-sized firms has increased
- » Lower costs, through better trade facilitation and training to the bottom-line
- » External trade from the state is greater and more effective.

**There is nothing much to say, The team has been very helpful, despite the delays in providing you with the data, you have kept up to our expectations. Thank you iBoss.**

- Senior Consultant Organization,  
India

## Performance driven optimized solutions to support and serve your end-to-end publishing requirements



### The Challenge

The new project was required to convert legacy data into universal format such as XML/HTML so that it can be rendered into other digital platforms.

The converted data must comply and adhere to all standards, and must be easily searchable.

#### Key challenges included :

- Segregation of data to be based on master list
- Ability to edit and update existing data with complete edit log maintenance
- Addition of child, parent associative relationship to any document desired
- Multiple quality check points to ensure complete quality adherence
- Work flow management to consist of 6 status with each being monitored and managed diligently
- Discreet Version control capability
- Ability to view authorized document at dashboard

### The Solution

The Following solutions were incorporated to fulfill the need and requirement of the client.

Some of the key solutions are :

**Work flow Management :** Descriptive work flow management to incorporate all different life cycles of the content managing quality check points to ensure proper flow of process.

**Tested and Validated Content :** Tested and Validated content gets saved on the database. The content goes through quality test for review.

**Extensive Search Facility :** All the content present in CMS is searchable to authorized user only. The content is displayed only the user authorized users.

**Master list segregation :** Data is divided into system defined master list to enable better listing and arrangement of documents.

**Version Control :** Version of each and every document is maintained with full event log to identify the approver and editor.

### The Value

The client is able to manage huge amount of content with ease. The content is generated into XML/HTML format which can be easily formatted and displayed on any digital platforms of choice. With quality in control, Client is able to perform more efficiently and effectively.



## About the Client

The Client is a Canada based gourmet marketplace, serving fresh produce, deli items, and grocery items and freshly prepared take-out food. Offering European atmosphere, the client has sophisticated operational systems, high quality standards, is committed to a fast and friendly service and to be an attractive choice for Canadians.



## The Challenge

In late 2007 the client had multiple locations and was a growing gourmet shop with outdated technology that had scarcely been updated. With an established vision of increasing operational efficiencies, and quality of processed and non processed food, the client wanted to develop a web application to serve the quality needs of the continuously changing and moving lives of the hungry Canadians and also act as collaborative tool for head office, branch office and franchisees.

### Restaurant - Franchisee, order and Customer Management System

#### Key challenges included :

- The client's annual closing cycle usually took about a month to complete and before closing out each month, all reports had to be saved into files for review.
- All of client's systems from purchasing to receiving payments were manual.
- To make things worse, only one person in the company knew how to fix the DOS system when it went down, and he only worked three days a week.

- Lack of real time reporting for all franchisees and self owned outlets.
- Client motivation was missing as the client had to call in and ask for the menu.
- Order and customer tracking was a challenge and was resulting in lost regular customers.

#### Technologies Used :

- ASP 3.0
- JavaScript
- VBScript as scripting
- MS SQL Server 2000
- HTML, CSS and
- Visual Studio 6.0

## The Solution

Based on the project specifications, 3 resources were deployed on the development for a period of 7 months including a team leader and 2 developers.

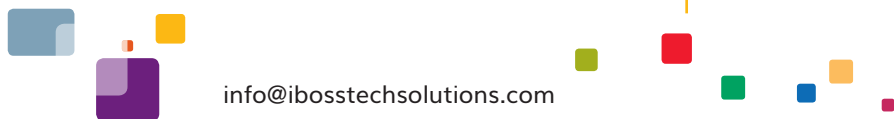
## The Value

- » A stunning front end site design that suits the European eye
- » Easy Customer management, order management, loyalty management and points appraisal
- » Site Hierarchy and rights management
- » Content Management
- » Tracking of orders in real time
- » Back office management including invoicing, reconciliation, fast moving items, customer loyalty, Business Intelligence dashboard, loyalty management.

**Our basic customer and order management system was running on DOS and Excel spreadsheets. Because of the unreliable and ever-changing information in the system, everything had to be checked and rechecked before distribution could take place.**

**The Difference between the old and the new system is night and day. Thanks you iBoss for all the support.**

- Restaurant Consultant



## About the Client

The Client is a US based TPA of service plan solutions and offers extended service plan solutions for retailers, Telecommunications providers, and manufacturers. The services include an extensive coverage on various consumer products, including consumer electronics, computers and peripherals, appliances, outdoor power equipment and tools, sporting goods and fitness equipment, and jewelry and watches together with complete support, repair, and replacement.



## The Challenge

Physical presence of paper forms took a lot of space, which would have otherwise been used for a more productive activity. The security and reliability of the paper data was also a growing concern. Managing, storing and sharing unsystematic data entered using different excel sheets was another cumbersome activity.

We were chosen as a service provider to automate data entry processes of concurrent users with dual monitors and were provided with high level business requirements document which detailed the high level business goals of the application.

## Service Management System Integration and Development : Call Center, Back Office and Servicer Management System

### Key challenges included :

- The Service desk was under constant pressure to reduce costs and improve service delivered to end users
- Many of the calls to service desk were not critical in nature, however, requests such as status checks were limiting the support staff's ability to focus on critical incidents and restore vital services to the business
- There was a growing demand for advanced technical support capabilities for new products.

### Technologies Used :

- .NET Framework 2.0
- XML, Java Script and
- C# as language
- AJAX
- ADO.Net
- VS 2005 Team Suite
- MS SQL 2005
- TFS as repository

## The Solution

The application was developed using the following technologies :

- » ASP.Net 2.0 as the web application framework and C# as the object-oriented programming language
- » Microsoft Enterprise Library 2001 for its reusable software components
- » ADO.NET database components and AJAX interactive and dynamic interfaces on web pages
- » SQL server 2005, Microsoft relational model database

Based on the project specifications, 8 resources were deployed on the development for a period of 6 months including Project Manager/ Scrum Master, DBA, developers and QA with expertise in .Net technologies.

## The Value

- » Services for Event creation and maintenance for related Customer Information can now be provided using one integrated system
- » Defined business rules regarding new/existing events for the call center
- » The agents has the ability to view, update status of assigned claims and invoices
- » Seamless tracking of spare parts dispatch, in case of replacement of parts.
- » MIS reports for all activities generated. (Call Logging to Issue Resolution, including Service Tracking)

**I still remember my long hours of work, only trying to reconcile work for my agents and going in the forefront to resolve issues for which I had hired white money eating elephants. The team at iBoss, excellent at what they do, is the one that made our product idea come true.**

- Operations Manager TPA,  
US

## About the Client

Client is the professional football's global leader in the provision of scouting, recruitment, player administration and management solutions.

Working with 75% of English Premier League Clubs and more than 50% of Clubs in the top Leagues of France, Germany, Netherlands and Spain, Client provides an intelligent framework for a successful blend of subjective scouting assessment, objective data and video analysis.



## The Challenge

The project was initiated to map the high expectations and vision of a premier web application into reality. The Application needed to have unbreakable security with explicit design model featuring easy to use user interface.

### Key challenges included :

- Explicit design model was needed with easy to use UI
- Data must only be available to authorized subscriber
- Integration of all the already available apps and data center's with new application
- Content must be non- searchable. Non availability of secured content on
- public search engines
- Secure data handling, maintenance and implementation
- Sharing of data, details among all niche platforms
- Testing of application to be done with dummy data, unavailability of live stats as per security concerns
- Data needs to be available in widgets, which needs to be available as per subscription basis

## The Solution

The Following solutions were incorporated to fulfill the need and requirement of the client.

Some of the key solutions are:

**Search capability :** To uphold the data security, content was made non searchable for public search engine. Only Authorized personal could feed and see data.

**Security :** Highest security parameters followed to ensure no breach in security. System has been developed in widget application model, letting subscribers enjoy the private data as per widget subscribed.

**Integration of already present application and data center's :** New Web application has been integrated to share data, login details with all the already present apps and data centers. Login into new application enables access to all other apps also.

**Subscription Model :** Users have been maintained, managed and data widgets have been provided to them as per their subscription. Only the functionalities have been designed into widgets.

**Testing of Application :** Unavailability of live data to test application guided us to develop high level of understanding of the projects concept, to ensure applicability of the system performance with the client.

## The Value

The client is now able to provide broad range of technological expertise as well as first-hand experience of player recruitment and development from across the professional sports industry. Client now helps subscribers organize and access their data to allow them to do what they do best – focus on the sports.

**Intelligent system, intuitive solutions with aim to provide scalable support, explicit design models as per client's requirements**



# Testimonials

iBoss has shown and continues to show a willingness to listen to our needs. Very thanks for everything. It is a wonderful team to work with.

– A CRM Client

The continuously changing requirements are incorporated within the given time frame. Even the last minute changes are taken care of. The development and delivery were as smooth as it never was with my past partners. Everything was very much above expectation.

- A leading provider of service plan solutions for retailers, telecommunications providers

Working with iBoss was an amazing experience. They really helped us work through problems in a way that allowed us to understand and learn more about getting the most out of the property management application. Response time was great and they really connect with their clients.

– A Real Estate Client

iBoss Tech Solutions is a quality oriented service provider of advanced technology, and established processes in a structured and innovative way to achieve desired results through its innovative solutions and services.

– Leading Auto Insurance Provider

**Explore the world of opportunities with us, contact now.**

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