



PSI Customer Success Story

PSI helped Client build an efficient online computer booking system that enforced students to take responsibility for their study time and also possession of their student cards.



PSI helps in creating a world class computer booking system:
Client increases its market share!

"PSI has helped us create a product where there is no need for staff involvement and bookings can be made anytime and from anywhere, for the PCs. This has created a whole new market for us and their technical support team have been excellent in responding to our needs."
-- Client

ENGAGEMENT HIGHLIGHTS:

PSI helped client in creating an online computer booking system and access management for the Education sector. The solution streamlines the library or learning resource center with complete automation in a paper less manner. The product is also cross device compatible. This allowed users to view computer availability and make online reservations with different device options and created a self-service environment with drastic reductions in required support staff. In addition, we identified a need to monitor the use of the machines and to be able to produce fairly sophisticated reports on their use by the various student groups.

HOW PSI HELPED ONE OF UK'S RENOWNED IT SOLUTION PROVIDER, BUILD AN EFFICIENT ONLINE COMPUTER BOOKING SYSTEM

About the Client

The client has been providing software solutions for the Education, Public and the corporate sector to global customers since 1988. Their success is built upon the importance they place on their customer needs. The client strives to understand its customer needs completely, tailor IT services accordingly and deliver IT solutions that fully meet customer expectations. It partners with likeminded service providers such as PSI to work on its projects.

The Need

The client needed help with building an efficient online library management system for one of its clients. Bookings were controlled with a manual, paper based log system. This worked well enough but it lead to problems. With the significant number of new terminals a more sophisticated system was essential.

Challenges

As the project involved multi-users usage, decisions were based on general observations of how long students spent on machines, what work they were doing and the demand for machines. We also considered the health and safety issue of how long students would sit at a machine without a break. Following is the list of Technological challenges experienced by PSI in this project.

1 Multi-Technology Support and Integration: Solution components viz. Server, Web Module and Client needed to be developed in Java, ASP.Net using C# and VC++ respectively.

2 Overwriting the GINA DLL: The solution client comes with its own version of GINA DLL which overrides the underlying GINA which can be MSGINA of windows, NWGINA of Novell, RMGINA of Research Machines or any other.

3 NDS and ADS Integration: Solution required a backward compatibility for existing authentication against ADS and NDS.

4 Booking Spreadsheet: The web spreadsheet was to be designed for enhancing the solution performance. This was done in case database hits were beyond server capacity in a single display.

5 iSPY: It was to allow remote viewing of the client's desktop. Robust support for vast client-server networks was also needed.

6 Import Users from LDAP Server: The solution's users were to be imported from LDAP servers.

Project at a Glance!

Project name

Online Computer Booking system for the UK School Library for a leading Software provider

Location

UK

Duration

Nov 2003 – Jan 2006

Team Size

11

Industry

Software

Delivery Model

Offshore

Engagement Model

Retainership

Challenge

New product development, launch and implementation

Solution

It is a complete solution for computer booking and access management and is widely used in Education and Public Libraries to help librarians and IT managers have complete control over bookings and users' sessions. This solution has been specifically designed to revolutionize the way schools; colleges and universities run their open access computing.

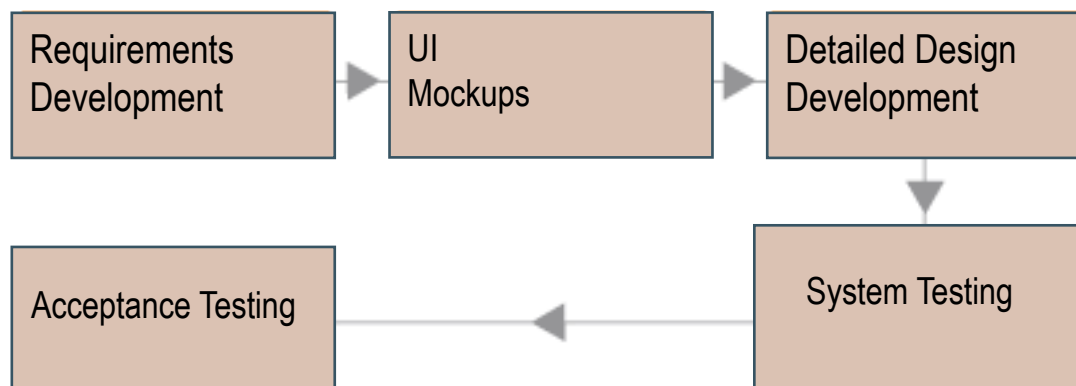
Result

This has added to the product portfolio of the client and expanded the market for them.

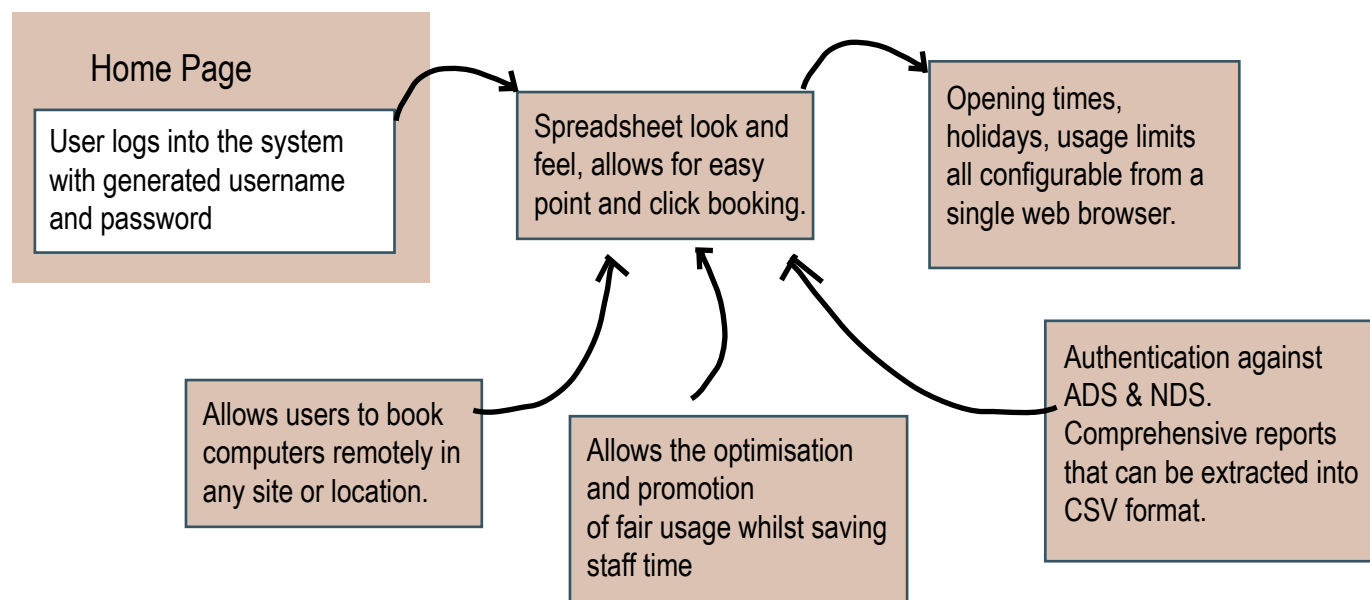


PSI'S SOLUTION APPROACH

After the scope of work was defined, PSI adopted Waterfall Model for sequential process design. Sequential process design involved creation of process flows and accordingly the work plan was executed. The same has been highlighted below:



PRODUCT FEATURES



ACHIEVEMENTS



Complete product engineering for the solution was done by PSI.



The complete delivery process circumvented the need for the client's involvement in requirements analysis, designing (UML), coding, quality assurance and bug fixing.



PSI team successfully delivered the project on time.



Our technical support team provided on-site support to the client in UK.



Currently, the product is successfully installed in more than 30 universities/libraries in UK.

TECHNOLOGY USED:

Language: Java, XML, VC++, ASP.Net, C#, C++, VB

Modeling Language: UML

Frameworks: .NET, Win32 SDK, MFC, JDBC, ADO.Net

Build Frameworks: Ant, Install Shield

Transports: HTTP, Socket

Front End: HTML, DHTML, Advanced Java scripts, VC++

Home Grown: Automation Build

Optimizer Tools: DevPartner

Web Servers: IIS

Databases: SQL Server 2000

Designing Tools: MS Visio

Platforms: Windows, Novell



Microsoft Partner
Gold: Application Development
Silver: Application Lifecycle Management
Silver: Collaboration and Content
Silver: Data Platforms

About PSI

PSI is a market leading IT Services Company headquartered in CA, USA, providing Software Product Development, IT consulting & Offshore Outsourcing Solutions to ISV's (Independent Software Vendors), ASP's (Application Service Providers), IT Service Providers and IT Consumers from across the globe. With a Dedicated Software Development & Delivery Center in India, equipped with latest hardware, software and data communication facilities; PSI provides an ideal offshore development center (ODC) to its esteemed clients.



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