

# Project Profile

## Fortune 100 Communications Company



### Client/Server Solutions

#### Project Summary

COMSYS designed, tested, and installed a high-volume order entry system for telecommunications circuits.

#### Business Problem

The client had an inefficient ordering system. Every time one of its customers ordered a new circuit or changed an existing one, written orders had to make their way through numerous departments. Sales, accounting, billing, engineering, and operations all had to review and sign off on the orders before they could be executed. This process often took weeks.

Ordering telecommunications circuits involves a myriad of complexities and unknown contingencies. Proper circuit installation requires that all of the following be specified in advance: type and speed of circuit, beginning, mid-point, and ending locations for the circuit, and any local phone system requirements. After specification, the local telephone company must install the circuit, and each company has different procedures and timetables for doing so. The client desperately needed a better Internet solution for entering orders quickly and filling them efficiently, but lacked the technical expertise to design a robust order-processing system. They turned to COMSYS for answers.

#### The COMSYS Approach

COMSYS analyzed the existing architecture and discovered several weaknesses. The original system was designed with large and cumbersome server pages that severely restricted performance. The database was constructed in Sybase and did not contain all of the information necessary to process orders efficiently.

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### **The COMSYS Approach** *continued*

To overcome these problems, COMSYS developed a link that could poll the client's mainframe, then process and update information in both directions at close to real time speeds. This was accomplished through a new architecture that included:

- Java servlets instead of server pages
- Improved Oracle database
- Enhanced database performance and security through Oracle8i
- Improved logic operations through the use of Java inside the database
- Thoroughly documented analysis of the linkage to the IBM mainframe
- Redesigned user-interface to help customers enter complex orders easily and completely

### **Benefits to Client**

- Average order-processing time decreased from several days to less than a minute
- Greatly enhanced overall system performance
- Streamlined ordering process resulted in faster installations
- Improved operational efficiency allowed client to recoup its development costs within a few months

### **System Environment**

Data server: UNIX

Database: Oracle8i

Web server: Netscape Enterprise

Internet browser: Netscape

User interface code: HTML, Macromedia Dreamweaver

Application code: Java, VisualCafe

Other system links: IBM mainframe using MQ, direct links, and FTP

Other system requirements: C++ for UNIX

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