

Case Study

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Beurs Visitor Registration System (VRS)

Business Benefits Delivered

End-customer satisfaction

- User interface solution has provided consistency in communication to customers. Forms are made more readable and clear.

Reduction of the time to market

- Modern technologies that enable component reuse are used.

Process improvement

- Multiple systems for visitor registration were rationalised to a single solution. This gives our client the flexibility to change and evolve these processes and structures without any technical constraints.

Cost savings

- Maintenance, transactional and operational costs have reduced as a result of process improvement, reduction of paper flow and faster transactions.

- The whole project has been developed and implemented in one of the Levi9 Near-shore Development Centers

The Client

Our client produces approximately 50 fairs and exhibitions per year, of which half in its own production. Annually our client welcomes more than 12.000 exhibitors and more than 2 million visitors. Their complex, is one of the busiest and most occupied expositions - and congress centers in the world. In February 2001 it received its 75th millionth visitor since the opening in 1961.

Business Challenges

Rationalize and integrate multiple systems into one single visitor registration solution and create one-point-access situation for the dependant systems.

Realize a back office application to get more insight in the profiles of registered visitors.

Implement the statistic reporting tools with export functionalities

Different look and feel per exposition pluggable onto the same business processes logic.

Enhancing the application usability

Adhere to the platform standardization policy of the company. The client has chosen Microsoft as their standard IT platform.

Solution

Our client needed a flexible, reliable and future proof solution for its IT services. The new service orientated foundation implemented by Levi9 project team will allow the customer to combine new services faster. As a result the client will be able to create the business agility and improve responsiveness to challenging business situations in a cost-effective manner.

Levi9 was involved in this project from the analysis through design, development, implementation and production support. The project commenced in October 2004. The project was split into 7 phases.

The first 3 phases are delivered and accepted by the customer:

Phase 1

In the first phase, Levi9 developed MyProfile web application which enables visitors profile registration including subscriptions to a certain number of services for beurs visitors (notifications, newsletters, etc). The phase also included a back office application for management of the registered visitors' profiles and their subscriptions. It was done in January 2005.

Phase 2

The second phase included the first version of the application supporting the actual visitor registration process when coming to an event. The registration data is matched with the existing data in the MyProfile repository. The phase also included management application for visitor registrations, visitor's badges and inviters' management. This phase was delivered beginning March 2005.

Phase 3

Third phase included the OnSite applications and SMS notification application.

OnSite applications are windows forms applications, 4 of them in total: Badge Print, Registration, Door Scan and Empty Badge Print). The visitor can also register for an event in advance. In that case visitor receives a badge with the barcode per email or post. The badge can be used for automatic registration using the scanners placed at the entrance.

MS notification application is a windows console application used for sending SMS messages.

This phase also included additional web application serving as Inviter's back office where inviter's can manage their visitors. This phase was delivered beginning of April 2005.

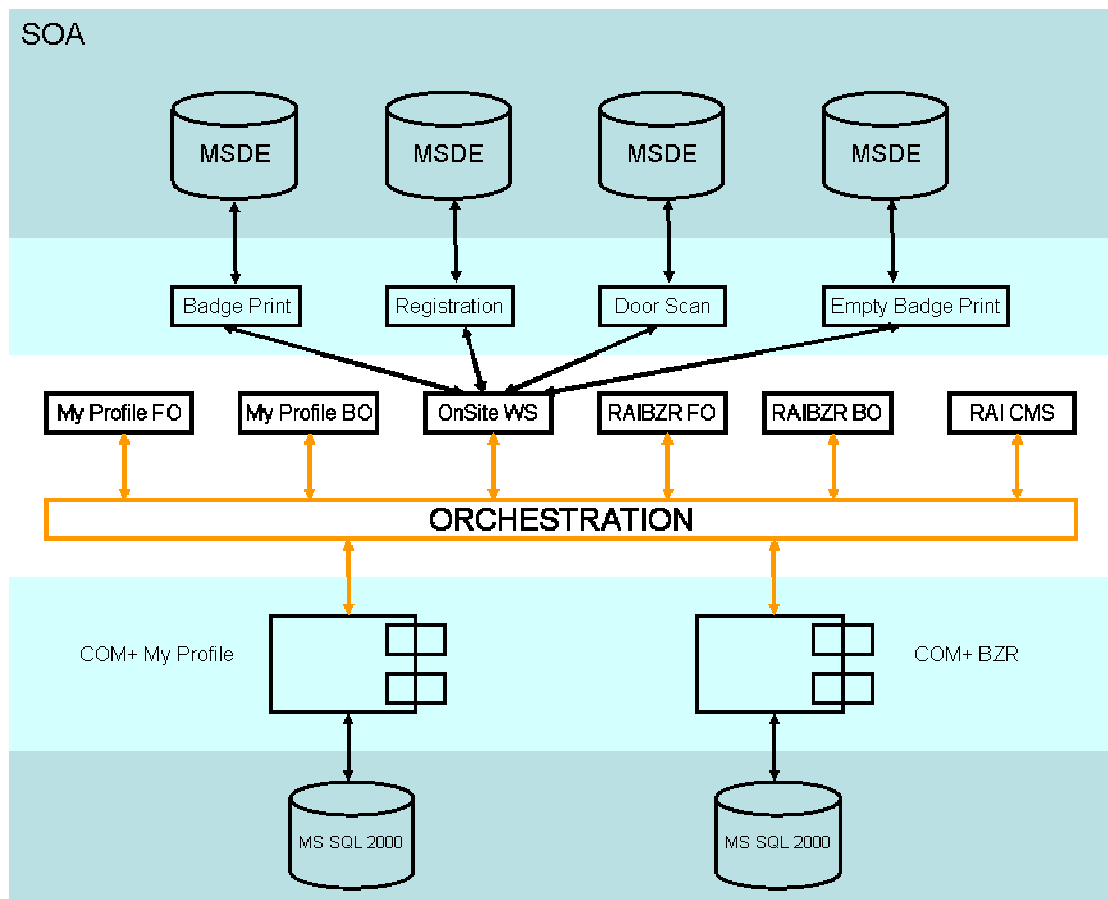
Additional phases are still in the specification phase. The agreed project deadline is Jun 2005.

System Architecture

The system architecture used for this project is highlighted by the following characteristics:

- Separation of the presentation layer and business logic using the Service Oriented Architecture approach.
- Services are comprised of orchestration elements responsible for the application of the business rules and dispatching of the calls across the services layer.
- Business components provide services to the orchestration layer.

The implemented COM+ application components are running as server applications (SOA). The components have access to MS SQL Server 2000 database for data manipulation. FxCop tool is used periodically to check the Microsoft compliance of the implemented COM+ components.



Who we are

Levi9 Global Sourcing was founded in 2001 and has grown to a full blown IT group with offices with development centres in Hungary, Serbia and Romania and sales offices in Belgium, Germany, United Kingdom and the Netherlands.

Levi9 Global Sourcing is all about people and processes. The quality off our team members are the quality that we deliver.

The Levi9 Global Sourcing Near-shore Delivery Services model combines the quality, responsiveness and flexibility normally associated with domestic outsourcers with the cost-savings of an "offshore" development facility, located nearby in Eastern Europe, Nearby in terms of physical distance, languages, EU administration advantages and European culture.