IT & Banking Helpdesk

Client: Credit Suisse Group

Project type: CRM & IT-Management

Project size: team = 5 persons

Duration: 3 months to production, 2 years totally.

Numbers of users: 350

Solution description:

- IT & Banking Helpdesk

- Asset Management

- HR database

- Interface to SOLVE PMS/E (Problem Management on the host)

- Interface Applix CSG - Applix ALSO-IT Services (Import of asset information for de-centralized IT like PCs, printers, cash dispenser, ... and trouble ticket exchange for some problem types concerning these assets as well as status changes on this trouble tickets)

- MIS and reporting database with full history from the first ticket

- Interface to cs-intra.net (Crédit-Suisse intranet)

- Integration with HP OpenView (Alerts)

- OS/2 stations support with a Java client.

Our service:

Pre-Sales, then project management

Methods:

DB-Design with Power-Designor. Concept and Planning Guide Applix

Implemented technologies:
Applix *i*Enterprise, Helpdesk and Asset Management Modules.
Multi-Tier Client/Server on Oracle under Sun Solaris, Applix DevStudio, Perl, ftp, Oracle PL/SQL, pager.