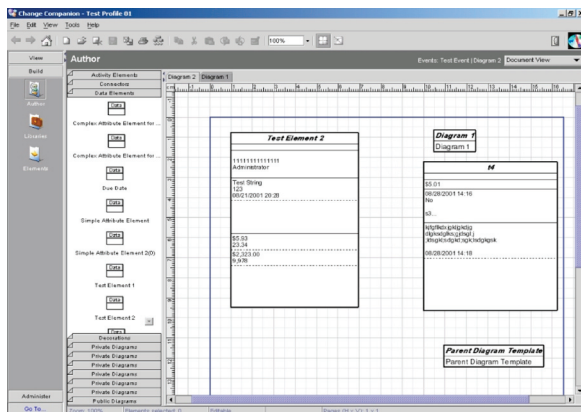


**Our client is a management consulting firm specializing in change management processes such as launching new businesses, completing mergers, and doing internal reorganizations.**



### Industry

Consulting  
Change Management

### Technology

Sun JDK  
TOPLink  
RMI  
Install Anywhere  
Borland JBuilder  
Oracle 8i  
XML

### Project Size

27 man-months

## Challenge

As a provider of change management consulting services to businesses, our client needed to automate their business processes as the client projects take months or years and involve many people. In addition, the company needed new functionality such as the ability to build client activity sequences and hierarchies, capture and update the status of change management events, disseminate change activity information by viewing, printing, summarizing, and building presentations.

## Solution

In cooperation with the client, we set out to design and build an application that would automate the client's change management methodology and procedures. The system provides storage, management, and reporting capabilities for handling proprietary information used during the change management process (such as events, diagrams, participants, etc.). It also operates as an intranet or extranet application, has minimal platform dependencies, supports different database platforms and provides remote connectivity via slow and unstable connections (such as dial-up access). The system is scalable to support a growing number of users.

Our analysts defined and documented the overall requirements for the system and built a prototype for evaluation along with the functional specifications for the application. To provide the client's team with the key functionality as soon as possible, we divided the project into several development phases. This allowed our client to work with the application, use its functionality and increase their productivity already during the application's development. The complete version of this Web-based application contains a database server, a custom application server, and client-side software.

## Technical Implementation

We chose Java 2 technology from Sun Microsystems to provide platform independency and protect the client's investments into the system with a view to its further development with a transition to higher performance hardware/software platforms. As well as extending the system's maintenance capabilities, the multi-tier architecture provides advanced scalability and performance. The system consists of a database server, providing storage, a custom application server, and client-side software. The client-side software was implemented as a Java application owing to its sophisticated interface required for diagram authoring, the latter being too time-consuming to develop as an HTML-based solution.

Oracle 8i was chosen as a primary supported database server because of its extended reliability and ability to run on different hardware and software platforms. The database-based storage was implemented with the minimum use of specific database platform features to allow the application's easy porting to another database platform.

Advanced diagram editing functionality was implemented to allow creating diagrams from primitive elements. Such elements can contain a set of attributes, and the user data might be entered simultaneously by several users and kept in.

## Results

We built a solution which successfully achieved the client's goals for an automated change management application to improve their current working processes and overall productivity. By providing a common workspace for all users across the country, the application permits the client's consultants to effectively respond to their clients' needs and apply successful change management strategies.

## Client Feedback

“Thank you and your team for your continued excellent work.”