

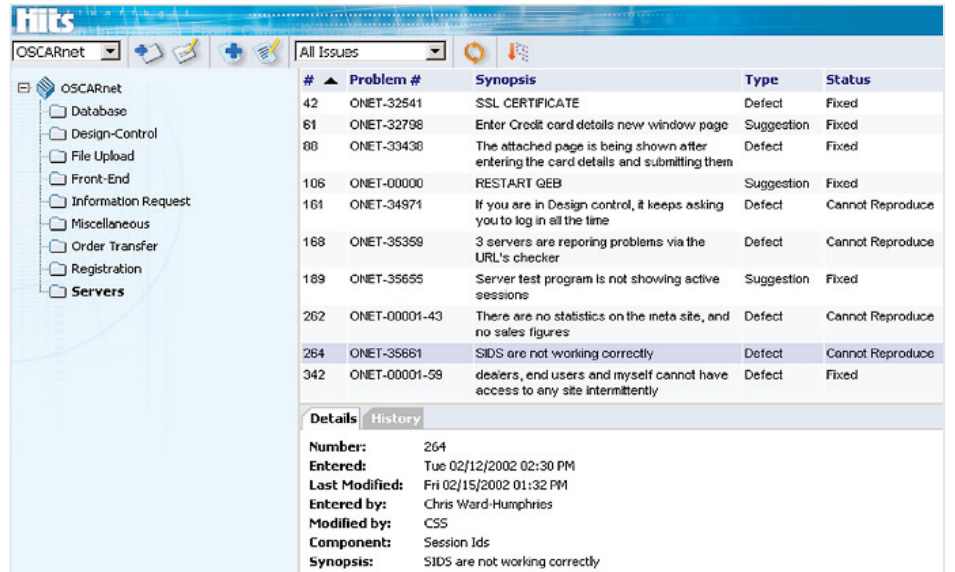
# Helpdesk Issues Tracking System Case Study

Spicers Wholesaling Limited is Europe's largest office products wholesaler, with businesses located in UK, Ireland, Germany, France and Spain. The company serves almost 6000 dealers in the UK alone and has almost \$450 million in sales for the EU.

**Industry**  
Office Products  
Wholesaling

**Technology**  
Java 2  
JDK 1.4  
JBuilder 4.0  
IntelliJ IDEA  
InterBase 6.0  
JBoss 2.2.2  
Tomcat 3.1.1

**Project Size**  
5 man-months



## Challenge

One of our client's strategic advantages is the use of the online trading system for increasing the efficiency of the company's operations.

The client's Customer Support Service worked in cooperation with the Support Center of TeamDev on identifying and resolving software and maintenance problems of this complex e-commerce solution. Initially, only e-mail was used to exchange data, support requests, and information on the current status of open issues. Spicers Ltd. needed a solution that would allow managing and storing all information related to the support process in one specialized application.

## Solution

Helpdesk Issues Tracking System was introduced to make the support process more effective and minimize the risk of losing track of some critical business information.

The main functions of Helpdesk Issues Tracking System include automated support request submission and the ability to monitor the status of any registered request ("issue") via the Internet with the help of Web-based interface.

Once an issue is entered into the system, it is stored in the database, and the system starts tracking all changes and additions to it. The system supports an unlimited number of projects, categories, and folders to store issues. Each issue has a status and a person responsible for it. The default value for the record fields can be customized and attachments can be added to each issue record.

## Technical Implementation

The architecture of the system supports synchronization with any problem-tracking solution that has an open API. Therefore, Helpdesk Issues Tracking System can be used as a Web front-end for a number of existing problem tracking solutions.

The Web-based system was implemented using Java from Sun Microsystems with JDK v. 1.4 on a multitier architecture. TeamDev used an application server based on JBoss 2.2.2 as an implementation of EJB specification 1.0. Custom graphics and HTML were developed by TeamDev's Web designers to provide user-friendly Web interface. Reliable information storage was provided by the open-source InterBase 6.0 database.

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## Results

The accurate system design and modern technologies, coupled with TeamDev's development expertise, made Helpdesk Issues Tracking System a vital tool in our client's Customer Support process. Owing to the flexible architecture and customizable interface, the system's core can be used in other problem tracking or document automation solutions.

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