

Case Study: Blackmon Mooring

Client

For over 60 years, Blackmon Mooring (BMS) has been the higher standard for homes and businesses who want top notch professional services at a fair price for restoration and residential cleaning. They have the reputation of experts who get the job done right the first time. They have a large presence in Texas.

Challenge

The client had been using a legacy VB based call center application and the client wanted to migrate it to updated .NET platform to help ease code management due to lack of technical skills in legacy VB. They also wanted an application that can remove the pitfalls in the legacy application like application performance, look and feel, scalability, reusability & other such factors can get covered. With the range of services provided by the client and its presence in various cities an Information management system had to be created containing all information about the customers. Work order creation, creation of job tickets, scheduler had to be created which can schedule work order for teams present at different locations and mechanism for estimation of services was to be created.

Solution

ISHIR has expertise and experience migrating legacy applications to newer technologies like Microsoft .NET. After thorough understanding of the objectives and challenges, requirements were documented. Application architecture was reworked by designing a N-Tier architecture rather than a 2-tier architecture in VB application.

The legacy application had lot many third party components supported. These third party controls were either obsolete or had no support from the vendor therefore new .NET compatible components were researched and tested for support. These new components were then integrated in the modern system. In total the usage of improved windows forms, new third party components gave a fresh look and feel and improved functional experience to the users.

The application is simultaneously accessed by at least 20 users therefore it was ensured that session handling for multiple users is tracked well, who is doing what is tracked without compromising on the application performance. The new application has improved windows forms as interfaces, Business Logic Layer, MS Enterprise library for handling all database related activities and MS SQL Server database server. The features added and architecture used for the application gave the application a rock solid start.

Results

The advent of new technology, improved application architecture, optimized code increased the performance of the application to a great extent. This helped to increase the company's productivity and accountability. The client was able to cut down the time it took on routine tasks by nearly half, which was clearly reflected from customer feedback.

Technology

The solution was developed utilizing Microsoft .NET Framework, C# programming language and was built on Windows Form 3.0 with Microsoft SQL Server as the database and Microsoft Enterprise library 3.0 was used for data access.

For More Information

For more information about ISHIR services and solutions, call +1 (888) 99-ISHIR (47447) or email info@ishir.com. To access information using the World Wide Web, go to: www.ishir.com and www.ishirdigital.com.