

CASE

Case Study: Public Sector

Dexian Successfully Modifies Application Workflow

CLIENT:

Office that oversees the postal system through audits and investigations

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Challenge

- Legacy database application had cumbersome, difficult to understand, and inefficient input processes and query methods
- Input processes had become so difficult to use that Agents and Managers were actively circumventing use of the system
- Agent performance was tied to the closing of cases, but inefficiency of legacy system was adversely affecting investigations and the personal performance reviews of individual agents

Solution

- Team Size: 1
- Technical Skillsets/Technologies used - ColdFusion, Oracle, SQL
- Held detailed meetings with stakeholders to define and capture requirements and components desired for request and processing modules
- Created a streamlined, intuitive workflow process (including all pages and routines) in a Web-based application
- Developed SQL scripts in Oracle to create and modify tables, views, sequences, and triggers

Outcome

- The marketing database request process for the Inspectors is now easier to use
- Access to data captured into the database system is secured and can no longer be circumvented
- Improved requirements gathering methodology was documented and given to client at project handoff

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STUDY