



INDUSTRY  
**High-Tech**

## Enhancing customer experience

### BUSINESS BENEFITS

- Allows seamless interaction with the wide spectrum of customers
- Enables collaboration across the organization

### TECHNOLOGY

- Rational Rose/UML was used for design
- Solution was implemented using J2EE technology.
- XSLT was used for transformation of data in xml format.
- JSP/ Servlets were used for presentation layer.
- Application Database: Oracle 10i
- Customer Contact Information: Siebel
- Mainframe: CSSOP
- Weblogic Workshop was used as the development environment IDE
- Personalization capabilities provided using the portal software from BEA Systems

L& T Infotech developed a Customer Care Portal for a semiconductor company. This user-friendly and feature-rich system serves as a centralized repository of relevant information and enables a seamless interaction with a wide spectrum of customers.

### THE CLIENT

Our client is a well-known semiconductor company based in the USA and is one of the oldest and most diverse makers of microchips in the world.

### THE CHALLENGE

Our client needed global access to key financial and sales data that would provide meaningful insight into their current performance. Their existing data was scattered around fragmented systems and was hard to access and use meaningfully.

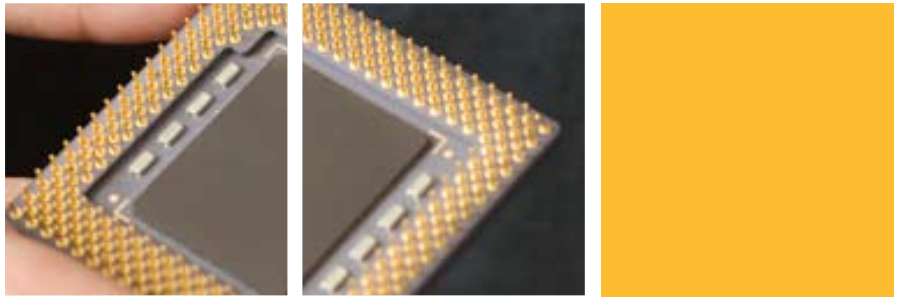
### THE SOLUTION

We implemented a Customer Care Portal for the client that hosted a wealth of crucial strategic data. The project builds on the functionality of the existing systems. It provides personalization features that allow users to interact with the system in a simpler and productive way.

The system allows our client to maintain multiple user profiles. It also enables global access to data from extended systems such as Demand Management System, Ship Tracking System and EBI, from the same, centralized, web-based location.

### Highlights

- Current application home page modified to display all information in Portlets
- Additional portlets "My Inbox" and "My Reports" developed
- User access control provided
- Preference settings introduced in the user landing page



- Global access functionality implemented that allows user access to multiple regions under one user ID
- Shared Service Request Visibility functionality implemented that allows user to grant visibility into his service requests to a colleague(s)
- Users able to define desired default data via preferences portlet on the new user landing page
- User-specified alerts sent to user's Inbox portlet that are downloadable to Excel as well as to printer friendly page
- User-specified reports sent to user's Reports portlet that are downloadable to Excel as well as to printer friendly page
- Users able to download packing slips from Shipment Details page

#### THE BENEFITS

- The Customer Care Portal has allowed the client to reach out and interact with a wider customer base
- The customized Customer Care Portal solution allows all critical information to be viewed in one centralized location
- Users are able to set their own preferences, see their reports at-a-glance. In addition to a more detailed view, they also benefit from a much more robust and user-friendly system with a single sign-on process
- The new system provides features like time-sensitive alerts, ability to track queries and global access that has enhanced the client's ability to make quicker and more informed business decisions
- Key features like the Shared Service Request Visibility functionality allows collaboration across the organization

---

L&T Infotech offers comprehensive, end-to-end software solutions. We focus on key verticals, viz. Manufacturing, Banking & Financial Services, Insurance, Energy & Petrochemicals and Telecom-Product Engineering Services. We leverage our business-to-IT connect to offer our clients pre-tested, domain-specific solutions. That's why we say that our business knowledge is their winning edge!

---

For further information contact [www.Ltinfotech.com](http://www.Ltinfotech.com)

© L&T Infotech 2008