Case Study: Blackmon Mooring – Call Center Application

Client

Based in Dallas, Blackmon Mooring provides residential and commercial consumer services. They offer carpet, tile, grout and duct cleaning services, and also offer restoration services.

Challenges

The client was facing a lot of issues related to their legacy call center application build on Visual Basic. Some of the major issues were:

- Application performance anomalies
- Inability to scale up to accommodate increasing business inquires
- Restrictive look and feel
- Control to third party components that were obsolete and no support from vendors

Solution

ISHIR's business analysts, primarily, studied the business model of the client closely and suggested them to build an Information Management System with all of their customer data. Some of the other features that they needed to include for their application were creation of work order, job tickets, work scheduler for teams stationed at different locations and service estimation mechanism. The team also recommended migration to Microsoft .NET to overcome the anomalies of their legacy application.

The technical team reworked on the Application Architecture (an N-Tier architecture) rather than a 2-tier architecture in VB application. New .NET compatible components were researched, tested for support and integrated. With a complete usage of improved windows forms as interfaces and new third party components, an absolutely fresh look and feel for the application was achieved.

The team also ensured consistent application performance in case of multi user access / session handling. Besides windows forms used as interfaces, the application is embedded with Business Logic Layer, MS Enterprise library for handling all database related activities and MS SQL Server database server. The features and architecture makes the application robust and seamless.

Technologies: Microsoft.NET, C#, Windows Form 3.0 with Microsoft SQL Server and Microsoft Enterprise Library 3.0