

Automated Web-based Notification System



Industry

Inter-Governmental Organization

Overview

In today's multi-polar world, developing countries are significantly influencing the pattern and scope of international trade, flexing their influence in international organizations. Subsequently, World Trade Organization (WTO) sensed the need to ensure equality among the developed and developing nations. Now, all member nations have to notify the WTO regarding any amendments in their trade activities. In this scenario, a comprehensive notification system could be immensely helpful to the member countries.

End-to-end Notification System helps enhance Trade Relations



Client

Leading Non-Profit Organization operating in 177 countries. They provide expert advice, training and grant support to developing countries, with increasing emphasis on assistance to the least developed countries.

Business needs

Our client was helping one of the leading oil exporting nations in the Middle East to diversify into non-oil sectors. In this regards, the nation had to abide by the WTO norms. For effective governance, WTO had to be notified about any alteration in the end user's trade standards. Subsequently, the client was in need of a notification system that was in-line with the WTO guidelines and had the following features:

- Secured information sharing – Avert any leakage of confidential data
- Ease of Access – They wanted the system to be location-independent
- Speed of communication – Since trade is subjected to stringent deadlines owing to real-time currency fluctuations, the notification system should also be in-line

Challenges

- All the activities were performed manually, making the processes vulnerable to error

- The existing system was not designed to facilitate accessibility to users from different locations
- Publishing the notification to the stakeholders all over the world, collecting feedback and answering queries was time consuming activity
- No existing framework for maintaining the notifications, feedbacks, supporting documents in systematic manner and providing access to stakeholders

Datamatics' Solution

Datamatics proposed a Proof of Concept (POC) based on the following:

- Datamatics deployed a team of experts to study the landscape & gather insights about the existing applications
- The entire process was automated and workflows were designed & implemented
- The module for accepting the feedback and answering the queries was created in forums like structure to make it user friendly
- Onsite user training and support for UAT was provided along with assistance in defining test cases for UAT
- SharePoint was used as document management system and integrate with the web application

Datamatics' Advantage

- Global Information Technology (IT) & Business Process Management (BPM) organization taking you forward on your route to Digital Transformation
- Trusted partner to several Fortune 500 companies globally
- Capabilities built around technology, domain expertise & knowledge of business processes
- Alliances with global technology leaders such as Microsoft, IBM & EMC²
- More than 7,500 employees globally
- Certified for SEI CMMI Level 4 V1.3, ISO 27001:2013 & ISO 9001:2008
- SSAE 16 compliant processes
- Global presence: U.S., UK, Australia, Dubai & India

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Approach

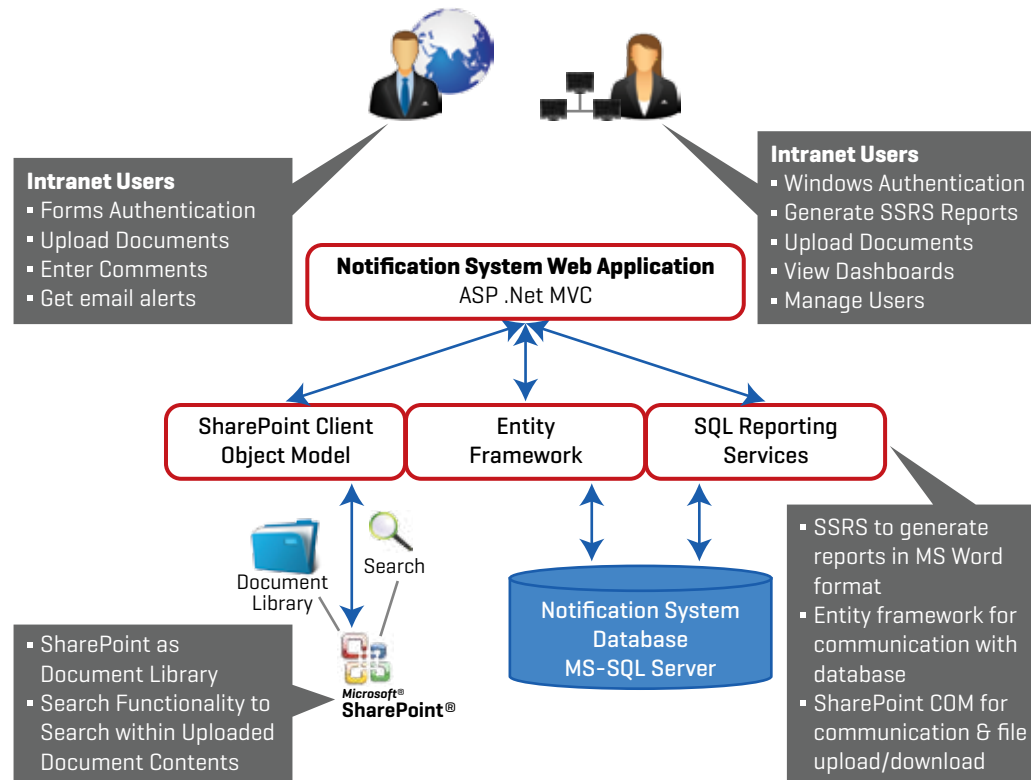
- Key technologies used for implementing this solution were
 - SharePoint 2010
 - ASP.net MVC
 - SQL Server 2008
- A web based application was developed using ASP.Net MVC with functionality to create documents by accepting inputs in forms, custom approval workflows were provided for document generation
- SSRS was used for document generation and SharePoint 2010 was used as documents repository
- SharePoint's client object model was used for effective collaboration between the internal & external users

- Since the notifications needed to go through multiple stages before being finally published, Dashboards were designed to accurately depict the status of each notification

Benefits

- Intuitive UI ensured quick adaptivity
- Location-independent accessibility of documents
- Drastic reduction in search-time from several hours to 4 seconds
- Approval cycle reduced extensively from approximately 1 month to 9 days
- Real time interaction with stakeholders was now possible
- All the Regulatory Compliances were efficiently adhered to

Process



Result

Datamatics automated solution provided a perfect framework for the notification system that led to drastic reduction in time and effort. The web-based system ensured unhindered, location-independent accessibility and effective regulatory compliance to WTO norms.