

VOLUNTEER REVIEW SYSTEM

The Client is the world's largest Non-Profit Organization based in Bonn, Germany and having more than 7000 volunteers from different countries that presently operate in more than 140 countries across the world.

Overview

The Project was the development of an integrated business process management (BPM) solution for streamlining and automating processes related to volunteer reporting and administration.

Challenges

e-Zest project scope was involved in the redesign of the existing system with the objective of usability improvements, performance improvements and business process streamlining and tighter application integration for application scalability, decentralized access and loose coupling. The application had a role based access management for data collection and reporting.

Solution

e-Zest followed following approach to provide best solution to client.

- A team consisting of a system architect having more than 6 years of experience in presales were sent onsite
- e-Zest team had prepared a Knowledge Acquisition Plan (KAP) and shared it across to client
- Daily meeting was conducted to discuss what happened the preceding day
- On the start of Every week a summary of events and discussions that happened in the preceding week were presented to client
- Final KAP report was sent to client to freeze the requirements
- After the onsite visit e-Zest team completed the navigational prototype of the application with several round of discussions with the client
- On completion of prototype, database design was performed
- For improving the system performance the e-Zest team identified some tables in the database on which maximum number of queries will be fired
- e-Zest team created a functional specification with detailed behavior of each element written in the specification

- Based on the specification e-Zest's design team had identified all classes, relationships between classes, methods in each class and input output parameters of each method depicted in the form of a system design
- For easing the development challenge with PHP 5.2.2, the design team had prepared technical specification where algorithms in form of pseudo codes were written by the team members
- e-Zest team had used TDS library to connect Linux server with Solaris
- The architectural design of the questionnaire templates were supported by XML and XSLT to create user friendly interface
- To increase the performance of the questionnaires the team had use XML and XSLT

Technology

PHP, MySQL 5.0, Sybase 12.5.3

Conclusion

e-Zest team demonstrated high capabilities in handling the client's requirement and managing of the requirements for on time delivery. It showed dedication to its work by sending a team on site to fully understand the knowledge requirements of the project. The e-Zest team also demonstrated high capabilities in implementing business intelligent system with technologies like PHP and Sybase. The system e-Zest delivered has produced higher acceptance across the world's biggest Volunteer organization and has produced higher return on investment for them. Successful implementation of this project has resulted in many more projects for e-Zest.