Waybill & Invoicing Application Development & Integration with CRM
For
A Paper Shredding Corporation
[BUSINESS SERVICE – CUSTOM APPLICATION DEVELOPMENT - .NET 2.0]

Client Overview

About Client: A USA based Paper Shredding Corporation providing Secure Document Destruction services. The client provides a cost effective, convenient and secure way for homeowners and industry owners to handle the destruction of their confidential information on documents, papers, files etc. They shred according to the National Association of Information Destruction (NAID) guidelines. Provide a secure set up for I-Trash shredding before it is shredded and a plan for its destruction when the job is done. The service provided is cost effective and provides a proof that your I-trash is destroyed when the job is completed, a Certificate of Destruction is provided.

Requirement Overview: Client want Silver Touch to assist in the designing and development of a new, more robust and extensible online application system of CRM which will be integrated with a desktop based application system with Avery Weigh-Tronix model 7820R. The online and desktop based application needs to be connected in bi-directional handshake mode.

However, the new system should need to design with more appropriate way with providing flexibility for cost effectiveness to their client, Providing flexibility and easy accessibility of system for destructing confidential documents and providing more secure way to use system by users.

Proposed Solution: Silver Touch has provided comprehensive solution using .NET Technology framework over the windows server 2003 platform with backend data management. The proposed solution is based on CRM with following features:

1. Customer Relationship Management - CRM
    1.1. Customer Registration
    1.2. Searching Existing Customer Details
    1.3. Weighing Functionality
    1.4. Email
    1.5. Reports
2. Newsletter Management
3. Container Management (Barcode System)
4. User Management
5. Integration of Avery Weigh-Tronix/NCI model 7820r

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Benefits

1. This software application stores weight display result on respective customer's weight result field in the database.

2. The system will show price matrix based on weight of paper. Based on the weight result and price matrix as display in the application, admin user will be able to enter pricing details on Total Amount field in this section.

Project Description

Developed online CRM application is integrated with desktop based application and with Avery Weigh-Tronix model 7820R for automatic waybill and invoicing. The Online desktop application is connected in bi-directional handshake mode.

Weighing Functionality:

1. Weighing Scale Device need to be integrated with this application to display weight of paper brought by the customer for shredding.

2. This software application is storing weight display result on respective customer's weight result field in the database.

3. The system is showing price matrix based on the weight of paper.

4. Based on the weight result and price matrix as displayed on the application, the admin user can be able to enter pricing details on total amount field in this section.

5. Once weighting process is finished, the following details would be stored in the database:

    5.1. Weighting Result

    5.2. Total Amount on Shredding

    5.3. Person who Shredded

Objectives

The Project Objectives for **Integration of Avery Weigh-Tronix/NCI model 7820r:**

1. The application needs to be configured to the Avery Weigh-Tronix model 7820R using a desktop application.

2. The desktop application would be so configured that it interacts with the online application in handshake mode and transfers all the data (weighing details) to the online application.

3. There will be facility for multiple desktop applications connected with online application.

4. Each desktop application needs to have a unique email id and password for communicating with the online application.

5. The data stored in the online application will be bifurcated based on the email ID since it would be considered as a particular branch using this desktop application.

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Project Approach / Activities

The Project was divided into various phases to achieve the best results in less time with optimal utilization of available details for the weighing scale with us.

1. Phase I: The available API for the weighing scale machine was being searched for and being gathered so that the same can be checked for integration.

2. Phase II: A simple form was being created and the available API was being checked so as to receive the desired value on every request.

3. Phase III: Once the value was received after the integration of the available API for the Avery Weigh-Tronix/NCI model 7820r in the testing environment the client was asked for providing the remote access to the system which is connected to the Avery weighing machine.

4. Phase IV: The remote access was given by the client for the computer and our desktop application basic code was installed. Now since the weighing scale was being integrated with the system the client was being asked to put some weight on the same and the system was checked which fetched the desired information.

5. Phase V: The final baud rate was set for the weighing scale integration and the data was being stored in the local database then through polling on regular interval the data was being sent to the central server.

6. Phase VI: The client was being asked to do the testing for capturing the weighing scale data and update us on the performance of the integration of the API.

Technology

Development Platform

Technology	Specifications
Technology & Framework	.NET Framework 2.0
Database	MS SQL 2005 Server Database
Web Server/Hosting Platform	IIS
Languages	ASP .NET & V.B .NET, C#
Operating System	Windows Server 2003 Platform

Deployment Platform

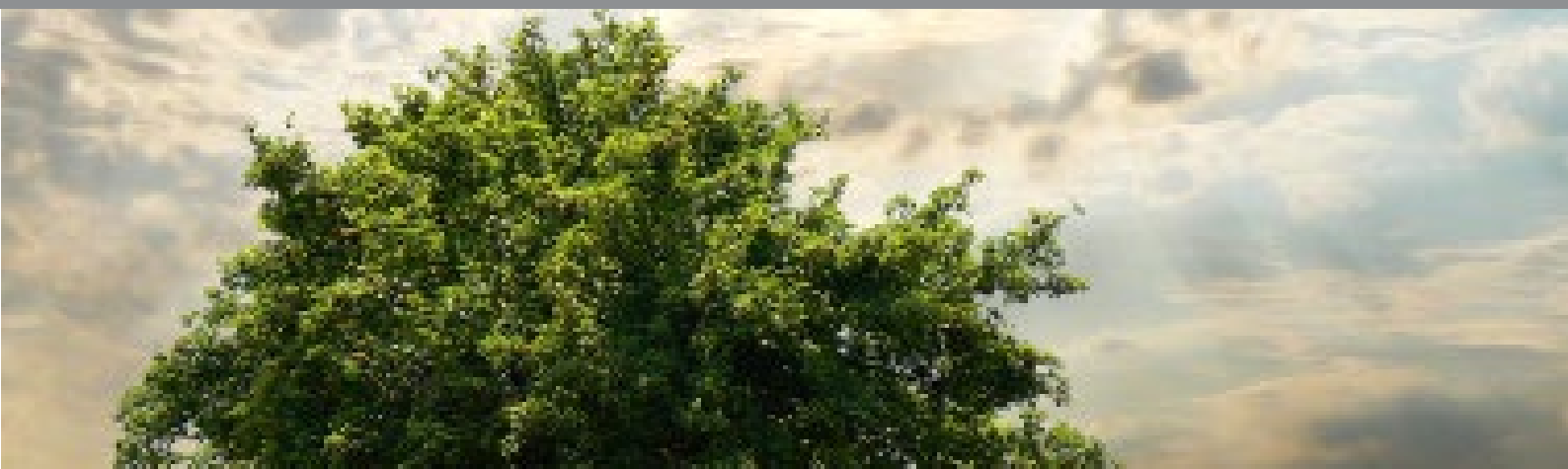| Technology	Specifications
Technology & Framework	.NET Framework 2.0
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Operating System	Windows server 2003 Platform

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Duration

Project Man Hours: 256 Man Hours

Project life Cycle: 32 Days

Results Achieved

1. The results of the data capture from the weighing scale machine on to the desktop application is a real time success in itself and is being widely used by the USA different clients from various locations.

2. The major achievement is to capture the weight (on real time basis) from the weighing scale and updating the same on the local database and updating the central server by polling from the remote end for the captured value.

Deliver best products, software solutions and services, on time with quality, and as per customer expectations

About SilverTouch

SilverTouch, a company established in 1992 is widely accepted for its IT solutions with a huge customer base in more than 20 countries across the world.

SilverTouch is actively engaged in Enterprise software development, enterprise content management, document management and IT consulting services such as Business process optimization, process consulting, implementation and customization of ERP. SilverTouch leads brilliantly in new technical developments such as: Mobile Application development services on iPhone, iPad, Blackberry, Android, J2ME and Windows mobile platforms. Even now, SilverTouch helps its global clients for major developments, deployments and managements of their mobility solutions and enterprise application development programs.

SilverTouch has alliance with several industry leaders such as Microsoft, Apple, Cisco, IBM, Oracle, SAP, Java, Dell, VM ware, Symantec, Sonic Wall which provides a competitive edge over other industry peers and targets to understand and cater to all types of requirements that concern our clients, thereby, leading to serve them precisely to their satisfaction.

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