Case Study

Arab Bank Portal
For
Arab Bank for Economic Development in Africa (BADEA)
[BANKING & FINANCIAL SERVICES – INTRANET PORTAL – ASP.NET / MS SQL SERVER]

Client Overview

About Client: A U.A.E based financial institution owned by eighteen (18th) Arab countries and members of the League of Arab States (LAS) which signed its Establishing Agreement in the year of 1974. It is governed by the provisions of its Establishing Agreement and the principles of international law.

Requirement Overview: Client’s requirement was to develop a CMS based web interface which can help to improve relationship and communications with the bank beneficiaries, improving better awareness about client organizations and its activities to their users. The forth coming challenges might have following to the users:

- Converting desktop oracle based reports to the web based reports using this application and Sharp webmail integration
- Help Desk and FAQ categorization from the backend management
- Document level access using document repository features

Proposed Solution: Silver Touch has proposed solution based on .Net based technology platform which can showcase required objectives of the development. The proposed solutions are as following:

1. Website administrator can able to access different features such as document repository with document level access rights to general website audience.
2. Website administrator can manage particular information contents of Career and HR section from the backend to the website.
3. Website can be seen by three different language platforms as English, French & Arabic.
4. Website users are able to view web based oracle reports and tender information or schedule details from the web portal.
5. Website is providing flexible email client functionality to view and access corporate email address across the globe to internal employers.
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Benefits

The website application developed by the Silver Touch Technologies Ltd. has provided solution to implement features and functionality to convert desktop based oracle reports into web based reports and displays it to the website. The website users are receiving more benefits to access website each features and functionalities using search engine friendly access.

1. User can access website within three different language platforms (As English, French & Arabic).
2. The user will be able to view oracle based reports on the website from anywhere to the globe.
3. The staff user will have the option to view, manage and access the site contents.
4. Organization staff members can able to access corporate email interaction across the world.

Project Description

The ultimate objective was to develop robust and user friendly web interface based on Content Management System. The website is providing entire features and functionalities based on multilingual platforms such as English, French and Arabic.

The new website has developed with intent to convert existing desktop based oracle reports into web based reports and display it to the website. Website users have the basic and advance search functionality which can display the search results to the website. The website new development is supporting to the user authorization workflow to manage different sections or informational pages along with contents to the website. The website is providing open source email client functionality to the organizational internal staff users to access their emails from anywhere across the globe.

The website is also supporting tender modules to manage tender related details from the backend such as different tenders, their advertisements and schedules. The website is having the dynamic FAQ and helpdesk support section to solve client’s problems online.

Objectives

The Project Objectives were:

1. To provide Content management system with Multilingual Features: English, French, Arabic
2. To convert reports as: Convert Windows based oracle report to Web based report
3. To provide User Management with Authorization Workflow
4. Search functionality with: Basic and Advanced – Module Based Search
5. Email Client Integration: Staff members can able to access corporate email system across the world
6. To develop flexible, informative and dynamic website
7. Need to improve following criteria:
   7.1. To improve relationship and communications with the bank beneficiaries
   7.2. To build better awareness about client organization and its activities
   7.3. To increase work efficiency and productivity
8. To provide feature for solving clients problems by using Dynamic FAQ and online support
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9. To provide different services for organization users such as:
   9.1. Document repository
   9.2. Career services
   9.3. HR services
   9.4. Batter control and easy updates for the website
   9.5. Generate layout reports from the existing oracle database

Project Approach / Activities

The Project was divided into various phases to achieve the best results in less time with optimal utilization of available resources.

1. **Phase 1:** Analysis the System Flow, database design and dependable entities. Review risk points of database and application.
2. **Phase 2:** Create new Web applications, Converting existing company desktop Oracle reports to web reports.
3. **Phase 3:** Testing all features and making deployment plan.
4. **Phase 4:** Setup of testing environment (same as the production environment) and creation of same workload as production environment.

Technology

**Development Platform**

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<thead>
<tr>
<th>Technology</th>
<th>Specifications</th>
</tr>
</thead>
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**Deployment Platform**

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### Third Party Service / Component

1. Sharp Webmail Integration
2. Report Generation Tool
3. Currency Converter
4. Oracle Data Integration
5. Market Data Indices

### Duration

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<th>Project Man Hours: 2414 Man Hours</th>
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<td>Project Life Cycle: 300 Days</td>
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### Results Achieved

1. Multilingual Platform Development
2. Conversation Oracle desktop based report to web based report
3. User Authorization Workflow Management
4. Email client integration functionality
5. Tender Module Management
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.

For more information, please visit www.silvertouch.com or email info@silvertouch.com