

# One stop shop for multiple departments and agencies

## CLIENT

Ministry of Commerce & Industry

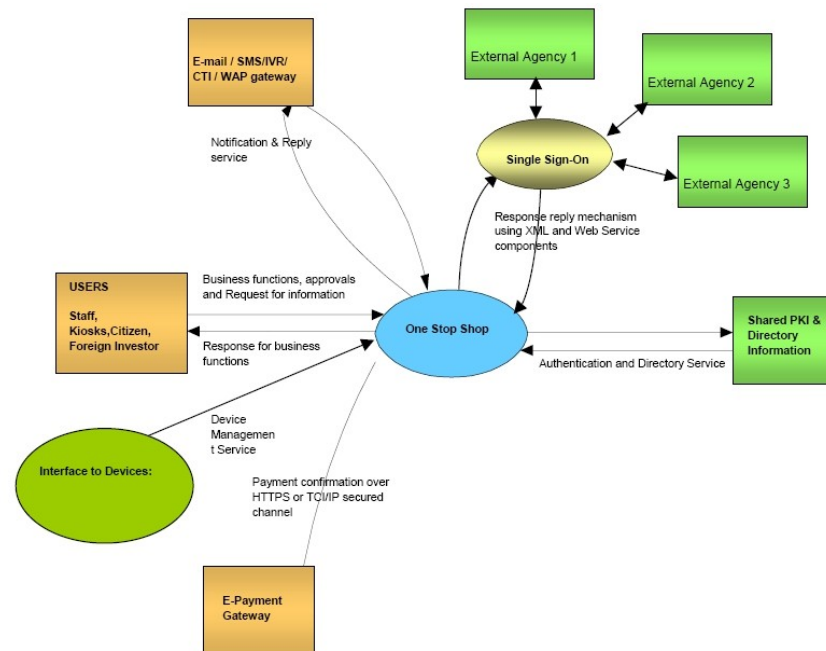
## BUSINESS CHALLENGE

Required a portal that would act as a one-stop shop for verification of credentials & granting permits for all potential investors;

Multichannel access and integration support with external agencies and internal departments.

## How THBS Helped

Comprehensive functional quality assurance was performed, following the analysis, design & build. Torry Harris ensured that the functionality was implemented as per standards & worked on the management & governance aspects. The application was rolled-out to exceed all client expectations. Since interaction was the key to the entire structure, we concentrated on keeping the individual components as interoperable as possible, to ensure a plug-and-play feel to the entire design.



## CLIENT BENEFIT

“Increased inter-departmental efficiency and reduced costs due to reusability of SOA services”

## TOOLS AND TECHNOLOGIES

Webshphere Portal Server, Process Server Workflow, DB2 content manager

### **Solution Details**

Since interaction was the key to the entire structure, we concentrated on keeping the individual components as interoperable as possible, to ensure a plug-and-play feel to the entire design. The process of verification and approval of applications involved participation from the agency itself and other external agencies, in a structured rules-based manner, wherein workflows were designed that followed a rules set. The rules were provided as metadata, allowing modification of rules and workflows dynamically, without having to change the application logic. All interactions with external agencies were designed using web services. A phased, evolutionary approach was followed throughout so that each individual module could be incorporated before the next one was added, to ensure a coherent growth pattern for the structure.

### **METHODOLOGY**

The requirement of the project implied that an SOA based approach was needed, since the amount of interoperability required was immense & a standardized way to interact with external agencies was required. Also, since a lot of the processes were redundant, there was scope for resolving them into discrete services and exposing the functionality required in a structured manner using web-services.