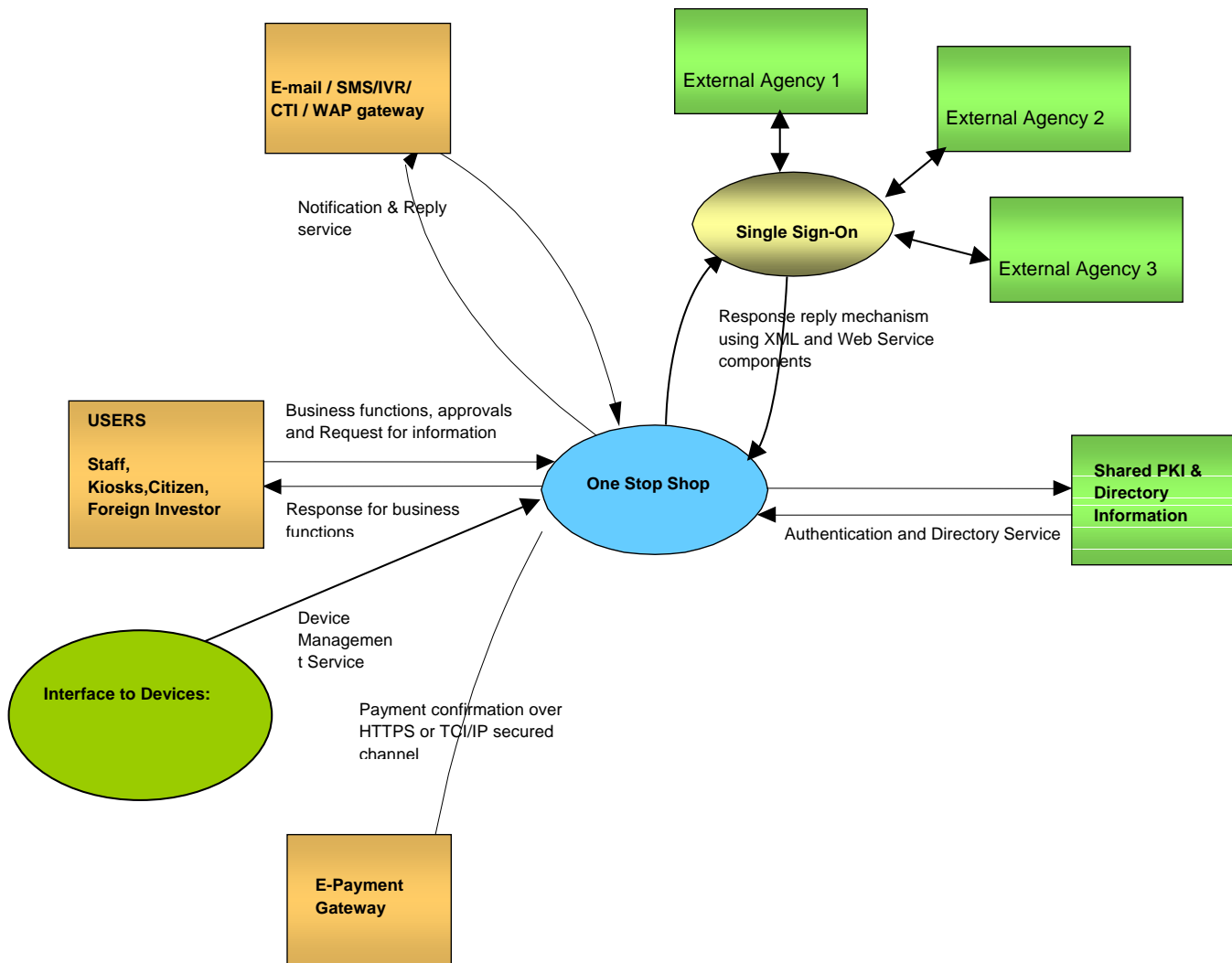


Client	Description
Ministry of commerce & Industry	
Industry Sector	
Government (Middle East)	
Business Challenge	
Required a web portal that would act as a one-stop shop for verification of credentials & granting permits for all potential investors; multi-channel access and integration support with external agencies and internal departments.	<p>MOCI required a web portal that would act as a one-stop shop for verification of credentials & granting permits for all potential investors. Channels to access the Portal would include the web, kiosks and handheld devices. The portal would also be required to exchange information with other agencies, both internal and external, implying the need for an authentication mechanism that would cover all of the external agencies. Since there was also a possibility of monetary transactions, an electronic payment mechanism, which could confirm payments, was required.</p> <p>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.</p>
Technology	
WebSphere Portal server, Process Server Workflow, DB2 content manager	<p>Using innovative concepts in combination with existing tools such as WebSphere Portal Server, WebSphere Application Server, IBM Http Server, IBM DB2, DB2 Content Manager and Process Server workflow we went to work on cracking the problem.</p>
Effort	
An onsite-offshore project, executed with over 180 man months	<p>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.</p> <p>The different functional aspects were analyzed and then crystallized as discrete services. Each service was independent of the others in design, ensuring that no redundancy remained in the final environment delivered.</p> <p>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.</p>



Project Status & Outcome

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.

Other features included:

- A service to assure common access to all proof documents in order to eliminate the need for a serial approach to application processing
- A service to enable notification via SMS/Phone/E-mail to the users regarding application status and so forth
- A payment confirmation service to interact with the electronic payment infrastructure
- An authentication & directory service to manage users and to locate & use services effectively