



OneConsole system unifies messaging infrastructure and user interfaces of multiple ticketing/messaging systems

Client

Our client is a leading provider of Telecom services with international presence.

Challenge

The client had data coming from different systems and wanted the data to support standard formats. They wanted the entire data/messages to be available to the end users one single UI based on dynamically defined dimensions, roles and responsibilities. This required the unification of the messaging infrastructure and user interfaces of multiple ticketing as well as messaging systems used by the client.

Marlabs Solution

Marlabs designed and developed *OneConsole*, a Dashboard Application platform for the client. The application unified and standardized the client's legacy applications to provide an integrated console and service API for building mobile and Web applications on top of legacy systems. Marlabs provided a better user experience for users to track tickets from multiple systems using a widget based single dashboard user interface. The interface included several widgets such as Fault Message (FM) Dashboard, Trouble Ticket (TT) Dashboard, GIS Widget, FM Summary, TT Summary, Disaster Recovery Detail Widget, Disaster Recovery Summary Widget, User Action Statistics Widget, Location-sensing, and Cross Device User Messaging. Several actions could also be performed on the grid view data such as acknowledge, clear, validate, associate, and close.

Marlabs enabled data composing for the client with proper hypermedia bringing a high degree of abstraction, and allowed them to be truly decoupled from data and operations on top of the data. The client was provided an extensible broker architecture that enabled a service layer on top of existing legacy systems. Marlabs also enabled the option to develop extensions to access underlying systems from apps such as Intranet and mobile apps.

- Scalable, flexible, and tighter control system
- Minimal service disruption for all users to adapt to ever-changing device technology and user needs.

Technologies

- SharePoint 2010 Enterprise Edition
- SQL Server 2008 R2, Windows Server 2008 R2, Active Directory
- Visual Studio 2010, InfoPath 2010.

Marlabs has overcome many challenges in this project like heavy load and edge condition latency, support for dynamic plug-in features, and structuring data coming from different systems to support standard formats. We also made the entire data/messages available to the end users via a single UI based on dynamically defined dimensions, roles, and responsibilities.

Benefits

- Future proofed integration cost by providing a Unified REST API to manage different underlying systems and messages driving higher user adoption
- A Cloud ready broker architecture for client's smart phone and utility applications

Marlabs helps drive digital agility for our clients. We deliver innovative business solutions using digital technologies such as cloud, mobile, analytics, Internet of Things and social. With a dedicated team of over 2,100 associates, a network of delivery centers in USA, Canada, Mexico and India, and strong partnerships with industry leaders, Marlabs offers a wide range of IT services across industries. Through our emphasis on quality driven by CMMi, PCMM, ISO 9001-2000, ISO 27001 and SSAE 16 Type II best practices and a customer-centric client engagement model, Marlabs has achieved a dependable track record of meeting high standards of excellence in every customer engagement. This has resulted in several awards and recognitions, including being consistently ranked in the Deloitte Technology Fast 50 and Fast 500 programs. Marlabs is headquartered in New Jersey, United States.

For more information: please call us at +1(732)-694-1000 or email us at sales@marlabs.com • USA | Canada | Latin America | India | Malaysia • www.marlabs.com