

Global Crossing Merlin



Project: Global Crossing Merlin (Intranet Application)

Duration: 10 months



Short Description

Netsmartz was required to develop a Sales Order System that would allow simplification of the existing Sales Order Process that was time-consuming, error prone, and cumbersome. The solution was a large-scale intranet application for managing sales orders, collecting data, placements, provisioning, and effectively transferring data to appropriate operation organizations.

Need

Global Crossing provides telecommunications solutions over the world's first integrated global IP-based network. Global Crossing is one of Netsmartz's several key clients and we have done quite a few important projects for them.

Netsmartz was required to develop a Sales Order System that would allow simplification of their Sales Order process. The need of this application was felt because the pre-sales process that was in practice had many shortcomings and limitations. The pre-sales and provisional process were lengthy, manual, error prone, and unwieldy. Therefore, the need was for a centralized

and automated Sales Order System that was effective and efficient.

Challenge

Global Crossing's core network connects more than 300 cities and 30 countries worldwide, and delivers services to more than 500 major cities, 50 countries and 6 continents around the globe. The company's global sales and support model matches the network footprint and, like the network, delivers a consistent customer experience worldwide.

Before Netsmartz could get started with the application development, there were many things that had to be understood thoroughly. The team first understood the existing pre-sales order entry process and the provisioning process. The process was intricate and complex and inefficient. In-depth study of the process and outlining the logics involved to make the manual process online and automated was a key challenge. The coding and development was tough but it was made possible by the expertise of our professionals.

Solution

The solution was a large-scale intranet application for managing sales orders, collecting data, placements, provisioning and effectively transferring data to appropriate operation organizations.

Our solution involved complex coding and development, but it was made possible by the expertise of our professionals. This Intranet application streamlined the sales process and made it effective. All manual tasks were automated through intelligent and logical application

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structure. It involved online pre-sales and sales form creation and integrating them into the system. The customer data was stored in a secure and organized manner that could be retrieved any time as the need may be. The earlier paper intensive process was no more in the picture. The application allowed the organization to go paperless and reduce service turn-up time and sales order entry errors.

Technologies Used

- Programming languages: ASP, Javascript, DHTML
- Platform: Windows Environment
- Database: SQL Server

- Documentation: Microsoft Word, Microsoft Excel, Microsoft Powerpoint

Benefits

This application allowed Global Crossing to increase the sales and thereby revenues as it involved no loss of customer data. It allowed them to track customers in an easy and cost-effective manner. The cycle time of the sales process was reduced from 40 to 20 days that was a major achievement. Errors were minimum and the online forms helped in doing away with paper forms that were inconvenient and difficult to file. This sales order system allowed monitoring and evaluating the sales figures clearly as it covered all the important data in detail.