

FORTUNE 500 TECH COMPANY: PORTAL SOLUTION



SUMMARY

CUSTOMER AND PARTNER PORTAL FOR A MULTINATIONAL FORTUNE 500 INFORMATION TECHNOLOGY CORPORATION

The Need

Our client, a Fortune 500 Information Technology Corporation provides a Managed Services Platform for their telecommunications and networking customers. They needed a portal to allow their customers to monitor the status of their network and to submit Service Request tickets into the client’s backend ITIL-based Incident and Change Management system. The portal also needed to allow the client’s Partners to OEM this service to their customers. The challenge was that the Web Services which interacted with the ticketing system were very slow and could not support Interactive Dashboards and Real-Time charts.

XTIVIA Solution

We developed a highly performant, feature rich Liferay based Customer/Partner Portal with a modern, highly responsive User Experience that leverages Single Page Apps (SPA) architecture. To work around the integration web service performance issues, we created an efficient ETL process which pulls updates from the ticketing system and stores aggregated summary data for very fast display of Heat Maps and Geographically-based charts. Additionally we built a template and theming mechanism that allows our client to easily bring on new Partners. A technical highlight of the solution was that we built the functionality using a Service Oriented Architecture (SOA) to easily support mobile and handheld native applications such as Android and iOS while leveraging the same Portal codebase. Finally, the portal allows Partners and Customer Service agents to see the portal as their customers do.

XTIVIA OVERVIEW

Since 1992, XTIVIA has established a proven, global reputation as a company delivering cutting-edge professional solutions to our clients’ specific requirements, regardless of the complexity of the projects. Our success has stemmed from a proven ability to deliver quality professional services, allowing the client to leverage technology successfully, competitively, and profitably. XTIVIA has received additional awards this year from Liferay, CIO Review and Inc. 5000. Our services and solutions include Apps, BPM, BI/DW, Big Data, Cloud, CRM, Database, Portal, Mobility and SOA. We have offices Colorado, Missouri, New Jersey, New York, and Texas.

PORTAL OVERVIEW

XTIVIA offers a full suite of Liferay services—including architecture, consulting, staffing, tuning, and end-to-end project implementation. With more than 15 years of experience in portals, content management, collaboration and enterprise integration, and an undisputed record of successful Liferay deployments since 2006, it’s no wonder XTIVIA is the current and three-time winner of the prestigious Liferay North America Partner of the Year award.

On end-to-end projects, XTIVIA will work with you using a team approach that emphasizes transparency and ongoing Liferay knowledge transfer to your team. You will learn not just the how, but also the why behind key Liferay implementation choices on various topics— including identity management, SSO, personalization, enterprise integration, and more.

Our proven phased approach is designed to help your company realize ROI quickly while improving both self-service capabilities and end-user satisfaction. Our top-notch software practitioners, combined with our deep knowledge of enterprise portal solutions, helps us deliver a superior product—every project, every time.