



#### The Art of Software Development

Solutions for the assembly, revision, and distribution of original parts

## **Key Information**



Industry:

Manufacturing

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Project duration: 5 years (between 2005 and 2010)



Team Size:

8 specialists

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#### Technologies:

- Java (EJB, JSP, JDBC, JTA, i18n, Threads, Java Mail), JavaScript, DHTML, HTML, CSS, XML (SAX, DOM), XSL, XSLT, SQL
- Frameworks: Struts
- Databases: Oracle, Microsoft SQL Server
- Application servers: WebSphere, JBoss

#### Services:

- Architecture and software design
- Implementation
- Testing
- Deployment
- Maintenance

## Highlights

- The application provides an **illustrated parts catalog** with **high-level security features** and a customizable user interface, streamlining the assembly, revision, and distribution of original parts information.
- Developed to meet client requirements, the application delivers product, parts, and service information to engineers and technicians.
- The platform has been customized for different industries: automotive, airline, heavy-machinery, etc.





#### **Product Overview**

The application is a solution for the assembly, revision, and distribution of original parts information with an easy-to-use illustrated parts catalog. This application includes **high-level security** features.

The platform aggregates products with a wide variety of content services available in many formats and then repurposes and presents that information for technicians or end users requiring technical and parts information to operate, maintain, and service **complex products**.



#### Requirements

The client requested an application that delivers product, parts, and service information to engineers and service technicians working in maintenance facilities, field service, or dealer environments.

## Challenges

One of the challenges of this project was to develop an easy navigation through a large amount of data.

Integrating interactive images with links to corresponding part information as well as accessing server side data also in an asynchronous way were challenges that our team overcame.

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#### **Provided Solutions**

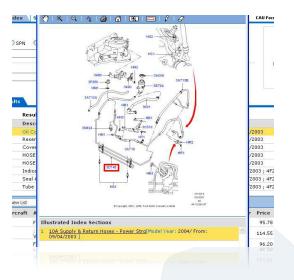
Our team built a browser-based application for content management.

The ArtSoft team implemented the solution and tested the system. Main features:

- Complete technical libraries to service teams and dealer networks.
- Intuitive process of assembling and updating a parts and service catalog, so companies can quickly distribute current information to the field.
- Technical support in any environment (online/offline) for field service sites, maintenance depots, dealer bays, and call centers including incremental updates.

- Data security via data encryption and licensed access control.
- Creation shopping carts offline and transfer the carts when re-connected to the internet.
- Streamlined processing of PDF tables for search and synchronization with parts lists.
- Fast, comprehensive searches across all PDF content.
- Technical content filtered by serial number, only showing information that is relevant to a specific piece of equipment.
- User-friendly parts procurement and improved order accuracy by using structured electronic shopping carts that can be integrated with back-end enterprise applications.

We simplified the process of parts identification and procurement, which dramatically increased productivity, accelerated parts lookup, improved mean time to repair, and reduced customer support costs.





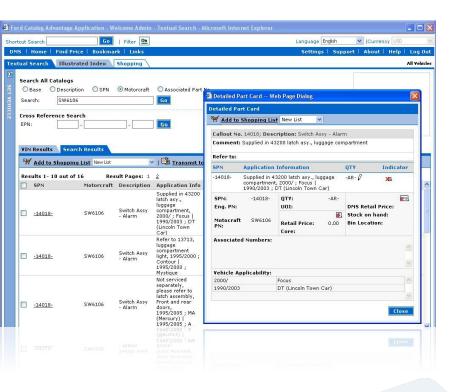
# **G** Client Words

"Our company started collaborating with ArtSoft Consult during March 2005. We selected ArtSoft as an offshore partner after a study of several companies in Romania and the selection was made based on our good impression of ArtSoft's work practices and personnel. [...]

We are highly satisfied with the performance, quality and dedication of the team as a whole and with those of each individual member. ArtSoft now significantly contribute to all of our activities in the areas mentions.

We have managed to establish a very good work relationship both on management level and team level and we feel that we are moving in the direction of a single organic team. [...]"

- CTO





#### Let's get in touch

ArtSoft Consult is a trusted partner in the IT industry, providing tailored solutions to address your unique business challenges.

With our proven expertise our team delivers innovative solutions and development services.

Drawing from years of experience and industry insights, we deeply understand this industry and we look forward to working with your business.

For more details on our services and team, please **<u>contact us</u>**.



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