



CASE STUDY Palm - Java

PROJECT DETAILS

▶ CLIENT

Palm, Inc.

<http://www.palm.com>

<http://useradmin.palm.com>

- ▶ Palm, Inc. is “a pioneer in mobile and wireless Internet solutions and the world leader in handheld computing.”

Business Case:

- ▶ **Integrated, Online User Administration (web) Application Developed at Dramatically Reduced Cost**

- **Client Requirement**

Annet Technologies was engaged by Palm, Inc. to create a full-scale integrated, interactive solution for service provision to Palm's customers, vendors and other partners.

- **Annet Business Solution**

Comprehensive solution developed by Annet's Technology industry business consultants and application development experts and supported by the integrated web system include:

- File Transfer System.
- Channel Partner Management/Programs.
- Web Content Management System (with approval workflows).
- User Community Forum.
- Professional/Partner Services Extranet.
- New Product Launches.
- Marketing Resource Library.
- Developer Network Extranet.
- Document Management.
- Issue Tracking System.

Technology Solution:

- ▶ **Technologies Employed**

- Java, J2EE, JSP (Struts Framework)
- Oracle 9i
- Solaris

Services Performed:

- ▶ Complete back-end management solution, customer and business partner-facing web site and content management system design, implementation, customization and on-going support.
- ▶ Development of forums, extranet, and document management tools.

Business & Technical Benefits:

- ▶ Solution delivered at reduced costs through the use of co-sourced consulting, project management and development including offshore outsourcing.
- ▶ Highly scalable and parameterized design of CMS using Java/JSP
- ▶ Content Management System capable of handling a large number of user requests simultaneously
- ▶ Online Issue Tracking & review for bugs, errors and other issues
- ▶ Online technical support at reasonable cost to Palm.