



CASE STUDY

UPGRADING E-COMMERCE TECHNOLOGY AND CRITICAL APPLICATIONS

EXECUTE

Without Disrupting Business Operations

THE BUSINESS CHALLENGE

When our client, a major e-commerce provider of products and services, sought to upgrade its core operational software application, it faced a significant problem. The revenue-producing proprietary application – which supported a hotel directory for 30,000 properties, an online hotel rates program for 45,000 subscribers and a 24-hour emergency services operation helping 150,000+ travelers annually – was **undocumented**. The application ran on **an older operating system that was no longer supported by the manufacturer**.

To retain the existing capability and to allow for future growth and expansion, it was necessary to reverse engineer the existing application and analyze, design and construct a new solution. Simultaneously, it was vital to upgrade the hardware and operating systems on all servers and PCs throughout the enterprise. Because the **majority of the company's revenue was generated through this mission-critical system**, it was essential to sustain normal operations during this transition.

AGSI'S HIGH-LEVERAGE SOLUTION

Using highly skilled industry specialists, AGSI fully analyzed and documented the as-is state of the existing application. With this information, AGSI then **reverse engineered the system architecture of the application and developed a detailed technical and functional design for the new software**. AGSI concluded this critical effort with a detailed design specifications document.

Concurrent with the application documentation, AGSI analyzed and documented the current state for the server and PC operating systems, developing **a detailed technical and functional design for upgrading the entire architecture** to the most current platform.

This comprehensive technical assessment served as the foundation for the entire re-engineering effort required to upgrade the application and the technology environment. By integrating the application development timeline with the necessary upgrades in hardware and operating systems, AGSI enabled the corporation to broadly and cohesively advance its critical technology suite while sustaining normal operations and maintaining customer satisfaction levels – without increasing headcount.

VALUE TO THE ENTERPRISE

The impact of this project on the organization was quite dramatic. The new applications and supporting technology were brought online **without any interruption to the business**. Because of AGSI, the company now has **the solid technology foundation needed to support its long-term strategic direction**.

IN BRIEF

CLIENT:

E-commerce Provider in Travel and Hospitality

ENGAGEMENT:

Operations Software Application Development

CHALLENGE:

Despite limitations of an undocumented existing platform, design and implement new core operational software solution while sustaining normal daily operations

OUTCOME:

Current system was reverse engineered and new best practices platform was designed and implemented, significantly advancing capabilities without interrupting business operations