

Mobile IT Administration system

This solution provides an infrastructure to remotely monitor and administer critical IT resources in the enterprise using BlackBerry handheld device. Administrators can receive critical system alerts and take remedy actions using a rich GUI right on their BlackBerry handheld devices. The solution is compatible with all BlackBerry handhelds with a color display. The server software can be installed on any workstation in the network while still providing remote access to any other workstation on the same network.

CHALLENGE

- ✘ To provide end-to-end connectivity to and from the BlackBerry device and server workstation with secure data transfer over wireless network.
- ✘ To make the back-end of the solution self-hosted, since web-servers themselves are often critical and worthy of remote monitoring.
- ✘ To provide an intuitive rich UI in compact display screen using graphics capabilities of BlackBerry.

SOLUTION

- ✘ An end-to-end application was Prototyped using the Rapid Application Development approach using RIM MDS and associated BlackBerry Enterprise Architecture. This prototype acts as a platform for finalizing the requirements and supports the development of the back-end stack.
- ✘ Once the requirements and the back-end stack were finalized, actual application was developed using J2ME with RIM SDK giving full flexibility in terms of interface and access to all device features.
- ✘ Refinement of GUI was performed to exploit the rich graphics capabilities of BlackBerry platform in order to abstract the data display (e.g. in terms of graphs, colored icons and text) and to maximize the data displayed on the limited screen-size in an intuitive fashion.

BENEFITS

- ✘ Round-the-clock administration of mission critical IT Servers.
- ✘ Administrators can receive critical system alerts proactively delivered to their device.
- ✘ Transparent access through corporate firewall and end-to-end data security.

TECHNOLOGIES

- ✘ Microsoft .Net (C#)
- ✘ RIM MDS
- ✘ J2ME with RIM SDK
- ✘ Web Services, HTML/SOAP
- ✘ Plazmic for BlackBerry

PROJECT TEAM

- ✘ 20 person months
- ✘ 4 person team

SOFTWARE ENGINEERING SERVICES AT NEWGEN

Newgen is a specialized provider of Software Engineering Outsourcing services. Over the last decade, Newgen has provided services to leading global ISVs and Product Engineering companies.

Product development is in Newgen's DNA which is exemplified by Newgen's BPM and ECM suite of products.

Services provided include:

- ✘ Product Strategy and Conceptualization
- ✘ New Product development
- ✘ Product Extension
- ✘ Product Maintenance and Support
- ✘ Testing & Quality Assurance
- ✘ Porting / Migration
- ✘ Internationalization and Localization
- ✘ SaaS Enablement
- ✘ Professional Services

