



THE CHALLENGE

Transform client/server systems into a globally-accessible, dynamic application portfolio

Global electronics service and logistics firm, SBE Group, provides telecommunications companies with world-class network maintenance services. Headquartered in France and with subsidiaries throughout Europe, SBE services more than 20,000 devices a month. One of its top challenges was how portions of its IT infrastructure – which should have been helping the company fuel its growth – were proving increasingly cumbersome. Its Oracle Forms client/server applications were growing more difficult to change and didn't allow real-time information sharing.

With the aid of Douai-based system integrator SQL Technologies, SBE launched a project to modernize the application components of their Artemis logistics and service management suite and deploy them to the web:

- **PSM Mobile:** Provides SBE partners online repair guides and device repair scheduling
- **ECRM:** A call center application that provides customer service representatives real-time device repair and approximate completion dates for all devices
- **Demarq:** A device maintenance and logistics application that gives users real-time inventory data, and enables the quick addition or deletion of devices, descriptions, and more records essential to device management

SBE set aggressive goals for the modernized applications. "Application speed was very important for SBE; they had to provide information very quickly," said Benjamin Prevot, lead architect at SQL Technologies. "In addition, SBE's employees, partners, and customers require real-time access to information from around the world." It was vital to have a customizable user interface, so each of the applications could be personalized to the specific tasks of the user.

SBE required a way to transform the existing legacy applications to an integrated suite of modern web applications with rapid, real-time data throughput, along with tight integration with Oracle databases, Hibernate, JasperReports, and other SBE software standards.

THE SOLUTION

Application modernization software from Nexaweb

The company chose Nexaweb because of its support for open development and deployment standards, turn-key modernization software components and continuous innovation, enabling them to keep the modernized applications current with new enterprise web software trends.

"Nexaweb enabled SBE to modernize its applications and deploy them instantaneously. The tools are easy to use even if developers have never used Java before. They quickly create rich web 2.0 user interfaces with drag-drop functionality."

*Benjamin Prevot
Lead Architect
SQL Technologies*

CASE STUDY



FAST FACTS

Company:

- Global electronics service and logistics firm

Size:

- Headquartered in France with offices across Europe
- Services over 20,000 telecom network devices per month

Results

- Modernized a suite of legacy customer service and call center software
- Migrated from client/server Oracle Forms to Java on the web
- Integrated with existing SBE systems – Oracle DBMS, JBoss, Hibernate, JasperReports

THE RESULTS

Decreased maintenance costs and better service

Maintenance costs, change management, and infrastructure compatibility were major considerations in SBE's planning and technology selection process. Nexaweb and SQL Technologies helped the company meet them all. Nexaweb enabled an integrated and streamlined user interface (UI) design and code-generation process. This greatly reduced the need for new training and allowed SBE's application developers to build and test the application and enhancements rapidly.

Not only was development time slashed, but the integration of Nexaweb went smoothly. SBE was able to quickly implement the modernized applications throughout its existing application and server infrastructure, including Hibernate, JBoss Server, and Oracle Forms database.

That's excellent news for any company in any market segment, but especially for a business servicing manufacturers, such as SBE. With Nexaweb, SBE was able to achieve the goals it sought — such as real-time data access from anywhere, including hundreds of customer retail locations, and at partners' and satellite offices around the world.



nexaweb