Case Study

Grey Matter India

Technologies Pvt. Ltd.

GMI

Case Study

Online ERP and Mobility Solution for ATM Machine Services Provider

Client Requirement

The client is an ATM machine service providing company offering all kinds of services for maintenance and management of the ATMs located at different centers. It offers services for proper care or up keeping of ATM machines at various ATM centers like first line maintenance, site repair and maintenance, housekeeping and much more.

The ATM machine service provider required us to create an online ERP solution for them so that all the information related to employees, clients, contracts and ATMs, call requests, expenditure, assets and all their processes can be well managed through an online system. They wanted us to develop an efficient web based ERP system so that their clients can get a single point of contact from where they can extract all the details for ATM maintenance activities.

Apart from this, they required a mobile application for their field engineers so that they can take up, reassign or manage call requests while on the go.

Client wanted us to implement the following functionalities to the online ERP system being developed:

- Proper management of ATM data
- Management of log call requests
- Generating call requests and handling them
- Managing the field engineers' data and assigning call requests to them
- Client information management
- Backend user management
- Generating reports for call requests of different types
- Error code and role permission management

Project Challenges

The team faced the following challenges:

- Dynamic payout feature implementation
- Proper management of call requests
- Reports generation for call requests
- Call request management in mobile application

Technologies Used

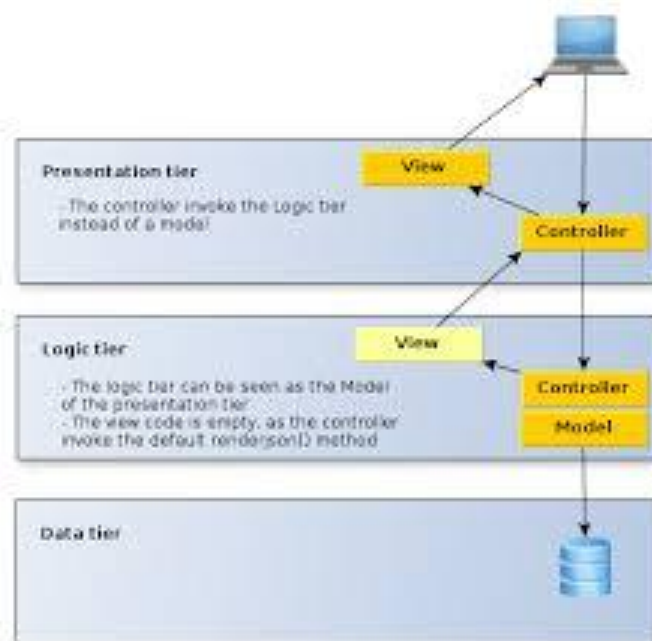|	
PHP (Server-side Language)	A suitable managed code development environment for handling the extensive project.
Red hat Linux	Sturdy and stable operating for online development.
MySQL Engine	Versatile, low-maintenance database management system. Cross-platform compatible database component of the LAMP platform.
Microsoft Visio	Integrated tool best suited for modular architecture and iterative development of software.
NetBeans IDE	Versatile web development tool with exhaustive support for CSS, JavaScript, and various server-side scripting frameworks.
Subversion (SVN)	Ideal application providing stratified storage and back up of code files.
Symfony 2.3 Framework	Symfony is a full-stack framework, a library of cohesive classes written in PHP.
MVC	The model–view–controller framework separates the representation of information in a computer program from the user's interaction with it.The model consists of application data and business rules, and the controller mediates input, converting it to commands for the model or view.

Manpower

Project Leader	*1*
Developers	*2*
Mobile Application Developers	*1*
Designers	*1*
Quality Assurance Testers	*1*

Planning

Our developers planned out a well-defined strategy based on client's needs for development of online ERP system for ATM maintenance activity management. They decided on implementing the full stack framework called Symfony to meet the complexities of the project. Client's requirements were the main focus and hence, our developers prepared to head start the project by preparing the client requirement specification document after understanding the client needs properly. Based on these needs, wireframe was built which gave a clear idea of how the final implementation of the project would take place. Finally the same was implemented using the Symfony technology to produce a reliable web based ERP for ATM maintenance activity management needs of the client.

Architecture

Symfony based MVC architecture was implemented for the best execution of the ERP system built for our client.

Development Highlights

Symfony developers at Brainvire did an excellent job developing the online ERP system that provided an easy and effective mechanism for access and maintenance of the information related to ATM maintenance. Information management related to employees, clients, calls, contracts and various ATMs was efficiently implemented with the use of latest technologies or tools by our experts. Timelines were crucial for this project as it was a complex and time taking project but we are glad that we were able to achieve all the goals of the project within the promised timelines to the client.