CASE STUDY

Employee Benefits Content Authoring and Publishing

Situation

Harbinger's customer had been using a client/server application for employee benefits content authoring and publishing. As the usage of the product increased, customer started perceiving a need for scalability in this product.

Challenge

Making this application scalable was a major challenge. At any time, only single user could work on a specific benefits site. It was difficult to move the in-progress sites to other machines. The application used a thick client and did not have a clean rolebased access control over features. A scalable new product would help our customer do collaborative authoring and come up with benefits sites faster.

This being a mission critical application for our customer, Harbinger had to develop the new system and make it go live on a very tight timeline.

Solution

Harbinger team studied the existing application in terms of functionality, usage and existing code-base. We proposed to re-architect the system and ported it to Web allowing usage anytime / anywhere. Different user interfaces were created for benefits experts, carrier companies and HR managers, providing only required functionality. The system supports content layering and deploys a separate Employee Resource Center for each company.

The application was re-architected as n-tier application. The Benefits object model contained business logic. It extracted data from the database layer and sent output information to presentation layer in the form of XML documents.

Benefits

Customer was able to create more benefits sites within same time. User experience was enhanced. The Benefits object model layer also exposed a set of APIs to access benefits information without necessarily going through the portal provided by the presentation layer, thus allowing companies to embed benefits information within their own employee portals.