

Case Study From LBi Software



FIELD AGENT SUPPORT

*Timeliness of
updating observations*
**increased
dramatically**

The Challenge

The client was a sports organization that had field agents who travel from site to site, recording observations on potential recruits.

The field agents were outfitted with laptop computers that had the capability to run software to track the required information, but had no way of connecting to the main database remotely. Transferring their observations to the main office was slow and sporadic.

The client required an increased detail in the observations, thereby requiring more data than the existing software could handle.

LBi was tasked with the challenge of determining the best way to handle the increased data requirements, and after recording, improving on the transfer speed to the organization's main data repository.

The Solution

LBi designed a custom solution utilizing VB.NET architecture communicating with a WebSphere backend.

An in-depth analysis was performed by first interviewing both field agents and the home office staff. This allowed us to define the new data and system requirements.

The software was designed using the Microsoft .NET framework for the laptop (client side) and Java for the server (WebSphere). The software included a connectivity component that allowed the laptop to communicate with the central DB2 database on an AS400 machine. The software determined which data changed, and compressed it for transmitting.

This allowed the field agents to upload their own observations, as well as download any updated information from the database. The synchronization process is high-speed and able to be completed at off-site locations with Internet connectivity.

The Benefits

With the new software in place, timeliness of updating observations increased dramatically. The client in the main office had the ability to run reports for all observations as needed, with the knowledge that the information in the report is current. With this increase in transmission speed software updates are also downloaded during the synchronization process.

About LBi Software

LBi Software provides precisely engineered, customer-focused human resources technology solutions developed from more than 30 years of experience in HR technology and HR processes. Our flagship solution, LBi HR HelpDesk, is an innovative case manager and call-tracking workflow solution that creates a rich and powerful knowledge base on the fly. Our organic belief in – and solid reputation for applying – a true client-vendor partnership on every project ensures a highly configurable solution designed to put the power in the hands of the employee. In addition, every LBi project is supported by our rich experience and expertise in Mobile Development, Business Intelligence, Data Warehousing, and Reporting and Analytics.

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