

Acer Computer Australia

JK Technosoft's Role

ACER, in order to provide their customers with a speedy and professional service, decided to web enable the Customer Product registration and Complaint registration process. JKT undertook the Modification of their existing code and was also involved in the development of MIMS tool in marketing information.

JKT undertook the development of such system that also keep track of Forecast input by the Forecast person and generate accuracy reports based on the Forecast and Sales

Technology Used

Silver Stream Application Server, Oracle Database, Webspeed 3.1d, Progress 8.3d, Mfg/Pro, For ACER CSS, ASP.NET, VB.Net (Front end) MS-SQL Server 2000 (Backend)

About the Company

ACER is one of the world's top five branded PC vendors with regional offices in U.S, Asia Pacific, Europe, Middle East, Africa and the Greater China. Established in 1976, Acer Inc. employs 5,600 people supporting dealers and distributors in more than 100 countries. Revenues in 2004 reached US\$7 billion.

Application Details

AS JKT understood the requirement and considered rolling out the execution of the project in five different stages as:

- FireFox in ShopAcer
- Marketing Information
- ACER CSS
- e-Forecasting System
- Mfg/Pro changes/Enhancements

FireFox in ShopAcer:

The first stage for JKT was 'Firefox in ShopAcer'. Considering Firefox's increasing market share ShopAcer required modification to existing code so that all the functionality currently available in Internet Explorer will be available in Firefox and also provide a good overview of ShopAcer System.

JKT's role in Marketing Information:

JKT undertook the development of MIMS tool in marketing information as CRP1, which is around 90% of the Whole project. JKT's role started from the Signoff of technical scope understanding, Estimation for development and unit testing of the deliverable.

JKT's role in e-Forecasting System is:

- Design and develop all the Master & Transaction Screens.
- Development of the Interfacing Programs to interact with the Mfg/Pro Database for getting the Sales and Stock Information
- Design & Develop the Accuracy and other Forecast Information Reports

JKT undertook the development of **ACER CSS**, which covers:

- Customer Product Registration: Customers register products to avail extended warranty, addition of new products & modification of personal details.
- Customer Complaint Registration: All Registered/ non-registered customers can register complaints & view online status
- Convert Complaints to Case by ACER Call Center: To verify detail sufficiency customer service reps review registered complaints. If sufficient, the ACER Service Engineer attend the cal

JKT's role in Mfg/Pro Changes/Enhancements:

- Effort estimation for each specification provided by Acer and get confirmation for same
- As per Acer specifications, development of new changes/ enhancements
- Testing of the Changes/ enhancements both at local and Acer Servers
- Setting the VPN connection to log on to the Acer Server for better testing
- Support for the Changes /enhancements carried out.

Business Benefits

- Customer can know the product service status.
- Facility to check the number of registered products & seller details
- Elimination of the cumbersome Lotus Notes Application
- On-line Updation of the Sales and Stock Information, which was not available earlier.
- User-friendly and informative screens
- Cost-effective availability of man-power
- Faster and Effective way of development & testing at offshore

