

## Business Process Re-Engineering (BPR)

### JK Technosoft's Role

The client decided to re-engineer the existing processes to provide their customers with an accurate, caring, professional service and to reduce operating costs. JKT was selected to deliver the project because of JKT's successful track record with the client for the past 2 years.

JKT undertook the development of Phase-1 (Eye Test) module in Agile methodology using Java, Swings, Hibernate, MVC and Spring framework, Eclipse, Cruise control, ANT, JMS, Easymock and MySQL database. Phase-1 has now moved into maintenance, which is being looked after by JKT.

JKT is currently undertaking the development of Phase-2 modules.

The client chose JKT to undertake most of the development because of JKT's technical expertise; knowledge about client's business, processes, application architecture; reliability, scalability and cost effectiveness.

### About the Company

UK's renowned optician, who has been caring for people's eyes since 1984 and is now the UK's favorite optician with over 16 million registered customers. They have more than 700 stores in the UK, the Republic of Ireland, the Netherlands and other Scandinavian countries, all aiming to provide value for money professional eye care, a wide range of high quality spectacles and exclusive specialist support services.

### Business challenges

- Existing application was insufficient to facilitate future business initiatives
- Re-entering of customer details by Store staff, due to which less time was available to attend the customer
- Serious scalability and performance issues with the existing technology
- Customers' all eye test related requirements were not satisfied, such as increased reliability, reduced maintenance and support cost

### Project Details

The project is being rolled out in multiple phases due to the complexity and size of the project. The client decided to develop all phases of BPR on Java / J2EE platform, which is scalable both functionally & technically.

Under Phase-I JKT was involved in Understanding of Software Requirement specification & Design document, Training on their development framework and tool, Design of User Interface (UI) including the navigation flow, Development based on approved UI design, Preparation of Unit and System test scripts including stubs and drivers, Code reviews, Unit and System testing (black and white box testing), Proof of unit testing (test scripts, test measurement reports and defects information) and Release note for module handover including prerequisite for the deployment of module.

JKT is currently involved in the development of Phase-II. The team is also involved in various other activities such as, preparation of base architecture for development, standardization of user interface, agile mentoring to the new team members, Quality Assurance and automation of acceptance test engine. Phase-I is currently live in more than 600 stores and Phase-2 is under development.

The new solution has simplified the process for capturing customer eye test details and make interfaces more intuitive for the store users. This system also integrates with other applications running in the stores for accessing customer records available in different databases. Some of the Other

### Benefits of New Application

- Reduction in double entry of data and availability of customer details at all work stations
- Better promotion tracking
- Better customer product analysis
- Improve efficiency on the shop floor allowing more customer throughput
- Reduce the paperwork in store, fast and correct access to customer data
- Work on the principle of WORM
- Improve customer service
- Improve system software resilience
- Ease of use with touch screen
- Existing platform is scalable both technically and functionally

### Methodology

The current development is being carried out using Agile methodology (with Extreme Programming XP) including a continuous integration approach. The benefits include responsive management instead of traditional predictive management. Also, it is a highly collaborative, test-driven design approach allowing close collaboration with customers and other developers to reduce the risks by tightening the feedback cycles.

