



Case Study

**Development of
a Portal-based Application
for a Leading US-based
Aviation Company**

Sonata Software Limited

www.sonata-software.com

Sonata develops a portal-based application for a leading US-based aviation company

The customer's key requirement was to build a portal-based application, which would facilitate seamless content and information access for its employees across various departments.

The customer decided to partner with Sonata in view of its expertise on SharePoint portal and its commitment to the Microsoft partner ecosystem.

Customer Profile

The customer is a leading provider of comprehensive aviation solutions spanning business aviation services, aircraft management, aircraft charter, maintenance, FBO / handling, sales and acquisitions.

Business Scenario

The customer had been using different portals, operating in silos, for its various departments. Different teams shared information among themselves through a manual process – by uploading documents in a shared folder on a weekly basis.

There were no tracking mechanisms to identify the modifications made to these documents, thereby making it impossible to have a version control of the same. Data like aircraft details were being manually generated through spreadsheets, making the process strenuous and time consuming. To get a unified view of information, the customer tried to build a bespoke portal but it was difficult to maintain and never got out of beta.

The customer, thus, needed a portal solution, which could aid seamless sharing of content and information within as well as across various departments.

The customer wanted the portal solution to have the following key features :

- Currency Report Generation Delegation : Delegation of the ability to generate currency report
- Currency Report Generation Revocation : Revocation of currency report generation by authorized users
- Exceptional users access to currency report generation
- Aircraft account startup

Solution Delivered

Sonata proposed a two-phased approach to meet the customer requirements :

Phase 1 : Phase 1 proposed by Sonata included the following activities :

- MOSS 2007 implementation



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SOLUTION OVERVIEW

Profile

Sonata Software, headquartered in Bangalore, India, is a leading IT consulting and services company. Sonata's customers are located across the US, Europe, Middle East and the Asia-Pacific region. Its portfolio of services includes IT Consulting, Product Engineering Services, Travel Solutions, Application Development, Application Management, Managed Testing, Business Intelligence, Infrastructure Management and Packaged Applications. As per the industry rankings released by NASSCOM for FY07-08, Sonata Software figured among the Top 20 IT Software and Service Exporters in India. Sonata Software has also been ranked global #2 in the 2008 Top Ten ESO: Outsourced Software Development in The Black Book of Outsourcing.

Website

www.sonata-software.com

Scenario

Development of a portal-based solution for seamless content and information sharing across different departments in the customer organization.

Tools & Technologies

- Microsoft Windows 2003 Server
- .NET Framework 3.0
- SharePoint 2007
- SQL Server™ 2005

Business Benefits

- Consolidation of multiple intranet portals into a single SharePoint portal
- Personalization of various departmental sites
- Seamless sharing of information across different departments
- Easy and improved document management for the organization

- Department-wise sites creation (HR, Operations, Marketing, Safety, Corporate and News)
- Directory search
- Aircraft data search
- Pilot currency report generation
- New hire work-flow

Phase 2 : Phase 2 comprised the following requirements :

- Currency report delegation
- Exceptional users access to currency report generation
- New hire report
- Active directory data update
- Invoice report generation
- Aircraft account startup work-flow

Sample Workflow - Aircraft Account Start-up

Aircraft account start-up is the process of bringing a new aircraft into business. This process involves a lot of activities, which are simultaneously carried out by different people. The final consolidation of various processes is done by a single person by gathering the information from various people / departments.

Aircraft account start-up process includes a two stage submission work-flow with no approvals at any stage. This process was automated using work-flow concept.

The key people involved in the process are :

- **Key user :** The key user performs the following activities :
 - Initializes the aircraft account start-up process
 - Configures the required sections and identifies their owners
 - Assigns the various sections to their respective owners for filling in the details
 - Reviews the section details entered and updates them, if required, to complete the process
 - Intimates employees about the aircraft account start-up process through e-mail
- **Section Owner :** The section owner fills in the details for his own section and submits it back to the key user

The data captured through this process is logically grouped into the following sections, which is then configured by the key user as required :

- **Client & Aircraft Information :** Details of the aircraft and the customer, to whom the aircraft will be attached

- LOI (Letter of Intent) Process : Details of the letter of intent and other FAA lease dates
- Agreement process : Details of the agreement
- On-boarding / Start-Up : Details of all the formal documents received and notifications circulated
- 91 conformity process : Details of the checklists related to the 91 conformity process
- 135 conformity process : Details of the checklists related to the 135 conformity process
- MEL process : Details of the Minimum Equipment List (MEL)
- Maintenance Start-up : Details of the maintenance start-up process
- Pilot Information : Details of the pilots
- Flight Operations : Details like HR processing of crews, their pre-employment drug testing, etc.
- Maintenance Tech Information : Details on the technical maintenance of aircrafts, such as information on mechanics, training schedules, etc.

Sonata developed a portal solution for the customer, using MOSS 2007 as the platform.

To develop the portal, Sonata carried out the following key activities :

- Portal Taxonomy & Information Architecture : Sonata designed the site structure and content relationships for the new portal. This included the creation of sites for each of the primary business units, such as :
 - Human Resources
 - Operations
 - Marketing
 - Safety
 - Corporate
 - News
- UI and Navigation Design :
 - Sonata designed the general layout and navigation scheme for the portal. This was based on the customer's previous portals and standard SharePoint navigation schemes
- Development of Directory Search :
 - A customized search application was developed to replicate and enhance the customer's directory search application. Search data source included AD as well as SalesLogix data schema
- Flight Operation System (FOS) Currency Report :
 - A Web part to display FOS's pilot currency data was created, which was related to the directory search application

Functional Architecture for the Portal Solution

Divisional sub-sites: Sonata performed the following activities for the divisional sub-sites :

- Defined role-based applications

Enabled divisional content authors to create and manage content. This typically included the following sections in the site :

- Home Page
- News
- Policies and guidelines
- Division-specific content

Created the collaboration features, such as :

- Discussion boards
- Wikis
- Blogs
- Calendar

Tools & Technology

Microsoft Windows 2003 Server

.NET Framework 3.0

SharePoint 2007

SQL Server™ 2005

Business Benefits

Sonata helped the customer achieve the following business benefits :

Consolidation of multiple intranet portals into a single SharePoint portal, making access and maintenance easy

Ability of content managers to update content without having to depend on development / IT teams

Seamless sharing of content and information across different departments and employee groups

Easy and better document management for the organization

Availability of FOS currency report through a pervasive database

Inclusion of user data search application in the portal

Capability of the portal to execute aircraft-related data search, based on data in SalesLogix

Flexible portal structure, that could be extended easily

For more information, contact info@sonata-software.com

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