ASHVINS GROUP
TECHNOLOGY PROFESSIONALS

5775 Blue Lagoon Dr, # 220
Miami, FL 33126
305-264-4442
www.ashvinsgroup.com

ERP INTERFACE / SYSTEM INTEGRATION

Client Profile:

An established Clinical Diagnostics manufacturing company.

Technologies Used:

Java, J2EE, WebSphere, PL/SQL, DB2, XML, Oracle

Project Summary:

A Clinical Diagnostics company needed three large Enterprise Systems to share customer data to avoid redundant data entry and multiple customer records. All customers had records in (1) the ERP server running DB2, (2) the Quality Assurance Program (QAP) server running Oracle, and (3) in the Customer Call Management System. Each time a customer would call into the diagnostic company, the Customer Support and Services Group would need to access three different systems depending on the customer request, causing delays in response to the customer. In addition, customer records were being created in three different systems making the process prone to errors, adding redundant information that could not be easily updated or synchronized and contributing to overall process inefficiencies that frequently resulted in system application crashes. The ASHVINS Group developed an electronic data interface to integrate all three systems and developed a Graphical User Interface that performs all required functions to interact with the three systems. SQL modules were developed and integrated into the ERP System that would update the QAP System automatically. PL/SQL modules were added to the QAP database to accept the data update, automatically create a new record for the customer in the QAP database, and generate customer documentation. Custom SQL queries were developed for the Customer Management Database that would retrieve customer laboratory information and automatically fill in all the required fields for a customer record. As a result of the new integrated application and comprehensive GUI, the Customer Support and Service Group was able to increase customer satisfaction by cutting the response time 75%. In addition, the most current information and data was immediately available and consistent between sources. Application crashes were no longer an issue and data entry was streamlined by eliminating data entry duplication. Data errors were significantly reduced and the process of customer data management enhanced.