

CASE STUDY: LUCENT BUSINESS KNOWLEDGE



THE PROJECT: The Lucent Chief Financial Office was upgrading their financial reporting software. This involved integration of multiple systems across disparate application platforms. The project needed to be timed with a multi-stage user migration supported by a customized computer-based training solution.

THE CHALLENGE: The LBK team had to overcome a number of challenges. The project consisted of numerous components being developed by multiple vendors with an aggressive timetable. The confidential nature of the information severely limited vendor access to the production environment. Lucent

associate training also had to occur concurrently with development as access to the application required qualification on the new system.

THE SOLUTION: ITCN performed cross-vendor, multi-stage development to provide just in time functionality to assist vendors in meeting deadlines. Functionality to allow users to be trained and migrated to the new system was implemented concurrently with application development. The initial stage consisted of development of a unifying content management system integrating a user-training component. Next, a multi-tiered system access control component based on online user-testing addressed user migration concerns. Finally, ITCN resolved numerous process and platform integration issues between the software components to provide a cohesive, intuitive solution.

THE TECHNOLOGY: The site was programmed using a combination of Java and Active Server Pages on a Microsoft IIS 4 server and Perl on an HP-UX server running Netscape Enterprise Server 3.51. A number of database systems were utilized, including Microsoft Access, Microsoft SQL 6.5 and Oracle 7.

THE CUSTOMER: "ITCN was an integral aspect to the success of LBK.com. ITCN partnered with all of the LBK.com sub-teams: training, development, testing and production support. ITCN worked side by side with Lucent during the long hours needed to make the go-live date. The integrity and accuracy of their work rivaled many of the big consulting firms. I would highly recommend their services, and consider them a leader in their field."

- Laura Keiles, PMP
Project Manager
Lucent Technologies, Inc.