



People Making IT Happen

Case Study

CLIENT

The client is a leading e-Learning solution provider, and also engages in strategic e-Learning assessment and deployment. Its customers consist of companies that are looking for ways to provide flexible, valuable training to their employees. The client also has an online library system where the user can download courseware, manuals, audio, video, etc.

BUSINESS NEED

Education and training are integral parts of resource development. The client needed a web-based Learning Management System (LMS) to provide flexible, effective and easily managed training to its global customers.

THE PROJECT

To develop a web-based Learning Management System (LMS).

CHALLENGES

- Build a comprehensive LMS
- Develop the LMS using Rose's offshore services
- Develop an online inventory management for the client's online library.
- Project management
- Effective communication and collaboration
- Security of data and information

ROSE CONTRIBUTION

Rose, with its in-depth knowledge of end-to-end e-business solutions, developed a comprehensive LMS for the client. The online library, and its inventory management, systematized the LMS inventory. By engaging Rose, the client's resources were free to focus on their core competencies. Rose successfully integrated complex features and functionalities of the LMS, while the application remained simple and user-friendly. This solution provided a strategic market advantage to the client.

Cost Savings: 40 percent

ROSE DELIVERY MODEL

Rose has past experience in developing complex web-based applications. Rose offered its offshore services through its SEI CMM Level 3 certified Offshore Development Center (ODC), RITS, to develop this web application. For this project, the **OCT-Offshore** delivery model was used. As per this model, the project team was based at the company's facilities in New Delhi, India. This model enhances Rose's engagement efficiency and confidence amongst clients, and separates us from the competition. The onshore competency team provided the following functions; client engagement, requirement handling, issue resolution and project transitioning and implementation. The offshore competency team provided project management and software engineering. Software engineering included; design, development, Quality Assurance (QA) and testing. This offshore delivery model is depicted below.

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"OCT" is present for project kickoff, knowledge transfer, project transition, issue resolution and QC of offshore projects.

The project management plan and procedures were discussed to ensure time and cost efficiency. A detailed workflow of activities, which followed software engineering processes, was exchanged with the client. Deliverables and responsibilities were mutually discussed and agreed upon between the client and Rose. Communication and collaboration channels were also established.

Courseware and catalogs were listed in correspondence with the login information of the user. To provide a personal experience, Rose included a feature that created a branded view of the online courseware. This branding consisted of company logos and color schemes which made the LMS application coincide with the client's own systems. Site users were given the privilege to modify and update the courses and courseware.

The application was developed in a secured environment as per BS7799 standards.

Rose's technical expertise, combined with project management skills, resulted in yet another delivery of a quality product. Utilizing its offshore services, Rose was able to deliver more to the client at a competitive cost.

TECHNOLOGIES

- Platform: Microsoft
- IDE: Visual Studio 6.0
- Scripting: ASP 3.0, Java Script
- Web Server: IIS 5.0
- Collaboration: SharePoint
- Database: MSSQL 2000

FURTHER INFORMATION

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