

Second Foundation, Inc.

Representative Project Summaries



Vantive

Vantive Integration

Performed integration of various applications with Vantive – covering van support, van help desk, van quality, van sales, van field services and van tools.

Developed various packages, stored procedures, functions, and database triggers. Used Dynamic SQL for creating temporary tables. Also responsible for testing and documentation.

Help Desk Management System

HDMS was built on Vantive's HelpDesk Module, and comprised a call-tracking system and knowledge base.

The HDMS was designed to support the Help Desk and application support groups in the IT department, providing the ability to record, store, and retrieve information about every issue handled by those groups.

Customized Vantive's HelpDesk Module to add and modify several UI elements.

Maintained the application infrastructure and supported user requirements on an ongoing basis

Developed over 100 reports for the Help Desk Department using Crystal Reports.

Participated in Design and Business analysis on future enhancements for HDMS

Helpdesk on the web with VANWEB

Vanweb is a tool that allows access to a Vantive database from any client machine

equipped with an internet connection and a Web browser.

Implemented Helpdesk system on the web using Vanweb 3.6 to manage Problem Report information. Installed and Configured the IIS Webserver and customized it to the user's requirements. Supported customer with day to day problems.

Vantive Helpdesk

Vantive HelpDesk enables customers to establish a help desk that reflects their business models and technical assistance workflow through extensive, easy-to-use customization tools.

Implemented the complete life cycle of VANTIVE HelpDesk application; GAP Analysis, Design and Development, System Testing and Release.

Second Foundation

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