

CASE STUDY: LUCENT GLOBAL ENTERPRISE SOLUTIONS (GES)



THE PROJECT: In 1999, the Lucent Global Enterprise Solutions Division (GES) required a highly customized Content Publishing System for their organization's intranet.

THE CHALLENGE: GES required a streamlined application process which would combine content from over a dozen disparate sources within the Lucent Intranet into one publishing system. They also required several different administrative authors to have unique control over various portions of the intranet.

THE SOLUTION: ITCN created a data-driven portal with multi-tiered administrative control of news and events publishing, online magazine

authoring, streaming multimedia, and numerous survey and feedback reporting mechanisms. A custom search engine was also created along with DHTML interface enhancements.

THE TECHNOLOGY: The GES portal was created on a Microsoft NT IIS 4 server utilizing Active Server Pages connecting to a Microsoft SQL 6.5 Database. The search engine was created with Visual Basic and Microsoft Transaction Server.

THE CUSTOMER: "Sometimes the true test of good customer relations is not what is seen on the printed line, but the delivery of services above and beyond expectations. On behalf of the entire GES team I would like to express my sincere appreciation to ITCN for going the extra mile in the development of the new GES Web Site. We all know the importance of a well-designed web site in today's technological environment. Quite often, however, it's the "little things" that make any venture successful. The patience you showed, defining specific phrases for the untrained ear, taking the time to explain in layman's terms what would and would not work, certainly helped make our job easier. As a result the GES web pages will be a valued tool in providing general knowledge, detailed information, status reports, news updates and more as the GES Initiative moves forward. Again, thank you for your support. Your guidance and professionalism helped us navigate through uncharted waters and made it possible for us to meet our targeted goals."

- Dion M. Serben
 GES Sr. Communications Manager
 Lucent Technologies, Inc.