

# CRM Application Integration with Legacy and Third-Party Systems

---

## Client

<international company> headquartered in the USA

Developer of a web-based customer service solution for industries that sell technically complex products and services. Customer service solutions, offered by this company, are particularly feature-rich in the core Customer Service areas of e-Service, Service Call Centers and Partner Relationship Management (PRM). Written in Java (J2EE), the solutions offered by this company are web-based, but not merely web-enabled. Designed to leverage the latest enterprise-grade infrastructure technology, these applications are customizable, low-cost and quicker to be implemented as compared to other products of this kind.

## Project Scope

CRM application integration with legacy and third-party systems

## Task Summary

- Client requirements analysis;
- CRM application implementation and integration;
- Implementation's regression testing;
- Onsite deployment;
- Ongoing application maintenance and support.

## Current Results

Several projects performed to integrate the custom product implementation with legacy systems and third-party applications:

- mainframe applications and libraries;
- MS Exchange and LDAP servers;
- custom web services;
- third-party search engines.

## Tools and Technology

- Exchange, JIntegra, LDAP, Inktomi, web-services, JDBC, Java libraries.

## Some Project Statistics

- Team size: up to 11 people at Auriga
- Client relationships duration: 3 years