

## Case Study



### Implementing a Portal for an Oilfield Services firm

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#### Abstract

An Oilfield Services firm engaged with Infosys to develop a comprehensive portal to provide a single point access to all materials relating to their development framework. Using Infosys' Portal, Content and Collaboration services, the client embarked on a program that resulted in improved partner management by enabling self-service, access to a vast repository of technical resources and collaboration among their developer community.

## Background

The client is an Oilfield services firm. The client was developing an open API software development framework to accelerate the creation of oilfield exploration and production software. The client wished to devise an *effective way to organize and store* the related technical documentation, sample code and best practices spread across repositories. The key objectives were:

- Improve knowledge sharing and collaboration among the developers using the framework, thereby enhancing development effectiveness
- Create an user-friendly interface to access marketing material online to drive rapid adoption of the framework
- Provide technical support, training and certification services to partners who subscribed to the service
- Enable registered users to validate their product licenses, download updates, raise product-related issues and participate in online discussions

## Infosys Solution

With these objectives in mind, the client engaged with Infosys to develop an Internet-based portal. Working jointly with the client, Infosys followed an iterative approach to execute the engagement and meet the stringent timelines of *two months*. Key activities included:

- Eliciting and elaborating business requirements
- Defining the portal architecture
- Evaluating and selecting the technology stack
- Designing the user experience by creating prototypes and conducting usability tests
- Designing the solution to scale with the client's growth
- Integrating third party modules to speed up development
- Using DotNetNuke to create separate micro-sites, with customized modules and skins, for two different user groups – Developers and Clients & Partners
- Implementing security using role-based access for different classes of users
- Training users

The portal provided the following functionality – *Content Management, Search, Knowledge Management, Work Management & Administration and Collaboration*. The solution was customized to provide category search, issue tracking, status monitoring and license renewal for the developer community.



- Windows 2003 Advanced Server
- SQL Server 2005
- DotNetNuke
- VB.Net
- IIS

## Benefits to the client

The client successfully met the stated objectives of the engagement. Key benefits included:

- Improved customer service
- A single window to access all framework-related assets
- Reduced administration and training costs by enabling self-service
- Enhanced knowledge sharing leading to quick issue resolution



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#### About Infosys

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