



Client Profile:

Industry:
Network Equipment

Company:
Cisco Systems

Akraya Client Since:
2001

Domain:
Business Intelligence

Project:
eCampaign

“Akraya has been a preferred Cisco partner since 2001 helping Cisco focus on developing our products and grow our business.”

Prasanna Deshmukh
Sr. Director,
Cisco Systems

Akraya Delivers Enhanced eCampaign Application, Improving Reliability and Performance of Online Seminars

Client Need

Cisco Japan conducts regular campaigns to inform users regarding upcoming online seminars. The existing eCampaign application needed modifications in the following areas:

- Improve the reliability and consistency of the user interface
- Enable interoperability of single and multi-byte characters
- Improve performance to handle greater number of concurrent users
- Gather and store demographic and non-demographic information

Akraya's Solution

After carefully considering the project objectives and the existing design, the Akraya team proposed and implemented changes that enabled Cisco Japan to enhance the existing data model in order to resolve inconsistencies in linkages of questions and answers while ensuring integrity of other dependent applications.

Results

Using a combination of analytical thinking and advanced multibyte character implementation in Java, Akraya's solution resolved the character set interoperability errors. In addition, the improved eCampaign application enhanced page caching techniques to reduce memory usage and enable scaling to thousands of concurrent users. As a result of this successful project, Cisco Japan can now conveniently collect and store added demographic information along with non-demographic information in cookies in the database for future data analytics.

Tools

- Java
- JDK 1.2.2
- SQL, Oracle 8i
- Stored Procedures
- Solaris
- JSP