

CASE STUDY (EAI - Contact Resource Center)

Organization: Houston Airport Systems

Industry

International Airport Systems

Scenario

Contact Resource Center
Enterprise Application Integration Portal

Products and Technologies

Windows Server 2003
Microsoft SharePoint
Web Parts
ASP.NET
SQL Server 2000
BizTalk Server 2004
Active Directory Services
C# Assemblies

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Organization Overview

Houston Airport Systems (HAS) provides air services to Houston's population of more than four million. Houston Airport System has three facilities; George Bush Intercontinental Airport, William P. Hobby Airport, and Ellington Field.

Together they form one of North America's largest public airport systems and position Houston as the international gateway to the south central United States.

Challenge

Houston Airport's internal departments maintain ownership of several applications to perform their business functions. Most of these applications maintain employee related information independently in their line of business applications. This results in replication of data and redundant maintenance efforts. Additionally, data synchronization across these systems pose a greater challenge.

Houston Airport System (HAS) IT group's goal is to develop a system that provides reliable, accurate tracking mechanism to update employee related information across several applications including Genesis, Call Accounting, Phone directory, exchange (email) and Emergency Notification System (ENS), etc. This system would not only facilitate initiating key employee related events such as extended leave, separation, employee informational changes but also communicate key information with all related core systems & contact personnel. Additionally, the system would send alerts, notifications and reminders that would facilitate updating the current system with accurate information.

Solution

CRC system is developed using Microsoft SharePoint related technologies, BizTalk Server 2004 and MS SQL Server. The system provides a seamless integration across the HAS individual departmental systems. The core system components include Presentation Services (the Web Browser, SharePoint Portal Server, and Web Forms), Business Services (BizTalk Orchestration, Schema and BizTalk Send & Receive pipeline components), Data Services (Data Access Layer and SQL Server 2000) and Reporting Services (Microsoft Reporting Services).

CRC system follows a managed workflow, application integration interface. The interaction with existing applications/systems can all be described, composed, and implemented by an orchestrated flow of structured XML documents and messages. These documents and messages are routed, transformed, and processed according to message content, formatting requirements, and business logic contingencies.

In development platforms based on this model, there is no longer a requirement to write procedural code to access, map, and convert data formats, nor is there a need to understand the APIs of dozens if not hundreds of applications. The tightly coupled, coded interfaces between and among applications and information are effectively eliminated.

Benefit

Houston Airport System now has the cutting edge technology for Share Point web portal and web enabled Contact Resource Center application integrating few of their core applications with a central middleware technology. This system effectively demonstrates how technology can be used as a force multiplier to improve efficiency that results in higher productivity.