

Case Study



SILVERNEEDLE

Client Profile:

Client Profile: Silver Needle Hospitality is an innovative and progressive integrated hospitality company with focus on investment, development and management of mid to upscale hotels and resorts that are intelligently designed and operated for the professional and leisure needs of the business traveler. Silver Needle Hospitality manages more than 4,000 keys in over 65 hotels within the Asia-Pacific region. Headquartered in Singapore, Silver Needle Hospitality has regional offices in Bangalore, Bangkok and Sydney

Tecnology Used:

SharePoint, QlikView, JIRA

Business Situation:

To automate some internal business processes and to provide accurate reports to their partners, Silver Needle used the "V2 Portal" and "Insights" systems. These two systems had a list of open bugs and pending enhancements with an improper support process. The Silver Needle team approached Compassites to develop a web application using various technologies to fix up various problems including security issues like open ports on the web server with improper backup systems for the database.

Solution Approach:

The Compassites team studied the client's business systems in detail and developed a web application using Agile methodology and JIRA as a tracking tool. To overcome various problems faced by the customers, Microsoft SharePoint was used. A structured database backup was planned with the replication with the help of ERP systems. In the later stage, security threats were addressed by closing the open ports as only SSH was allowed. A jump box setup was implemented by the team of experts at Compassites to make sure that the access to the web and database server was secured.

Benefits & Results:

- ❑ All the systems & modules were upgraded.
- ❑ The system reports are now delivered in an effective and efficient manner with the help of Qlickview server.
- ❑ Security threads have been blocked and monitored continuously.
- ❑ Bugs were cleared out from the existing application by re factoring the code.
- ❑ Availability of data was ensured with the help of data replication.
- ❑ The enterprise portal was hosted on SharePoint, which brought in a bunch of benefits.