Integrated back-office system

Software

Hardware

Proposed Final Deliverable

Customer Testing

Transition 1

Transition 2

Alternative A

Transition 2

Alternative B

And junction transition

Target

Improving Customer Interaction

Program Application Portfolio Rationalization

Project Back-office system integration

Project CRM system integration

Customer Enhancement Program

Retire Legacy System

Implement New CRM

Customer Service Project

How to address customer needs
The relationships in this view are simple straight lines apart from in Database replication.

Test 1: Technology Layer

- Database Update
  - Remote Data replication
  - Replicate database updates
- Replication Administration
  - Handle local updates
  - Handle remote updates
  - Monitor replication status
- Database replication
- Front Office application server
- Back Office application server
- Web server
- LAN L1
- Mainframe
  - Transaction Server
  - DBMS
  - Message Queuing
- LAN L2
- Nas File Server
- UNIX Server Farm
  - UNIX Server n
  - UNIX Server n+1
- Firewall
- Domain name servers
- Application server AS1
  - Blade
  - J2EE Application Server
- Application server
- Message queuing
- Client device
- Database Service
- File Service
- Network Service
- Internet