
CASE STUDY: FUTUREWEI TECHNOLOGIES

INDUSTRY: Technology

DEVELOPMENT MODULES: Multi-User Administration, Web Generator, Custom Reporting Tools, Trouble-Ticket Support Center, Partner Registration, Content Approval System

PROFILE:

FutureWei Technologies (Futurewei) designs, markets and supports a wide range of advanced telecommunications products that include metro optical networking, broadband access, LAN switches, access servers/VoIP gateways and video conferencing systems, to provide customers with both carrier and enterprise network solutions. Futurewei is a subsidiary wholly owned by Huawei Technologies, China's leading telecom equipment and network solutions provider.

CHALLENGES:

Given a time frame of 1 month, Cyber-Rush Development (A Cyberonyx/Rush Technologies Partnership) was directed to design and develop a predominately data-driven website in time for the company's debut at SuperComm 2002. Futurewei required that they be able to easily update their News, Events, Careers, Solutions and Products sections in house, with staff who did not know any HTML coding. They also required a custom reports center based on partner registrations as well as a full-functioning online trouble-ticket support center for their partners.

THE SOLUTION:

Once awarded the contract, our team of project managers and developers worked around the clock developing a plan of attack for their new website. By utilizing our web generator, an easy to use interface that allows users to format text in the same manner as they do in Word, we developed a dynamic data-driven site that's easy to use and update. We also developed their Trouble-Ticket center where partners may login and enter in specific hardware and software issues and receive support from Futurewei's online support team. All trouble tickets are tracked and reports are generated in numerous formats for their company's needs.

THE RESULTS:

Futurewei Technologies has saved valuable time and money through eliminating the need to make daily updates via outsourced developers. By utilizing the web generator, Futurewei can update all vital areas of their website in house in a timely fashion. New products are showcased, new partners registered and their Trouble-Ticket center now manages all outside requests for support.