



Kumaraguru College of Technology

Department of Computer Science and Engineering
Coimbatore- 641006.

April 2003



OPPORTUNITY TRACKER SYSTEM

Project work done at

HCL PEROT SYSTEMS LIMITED

PROJECT REPORT

Submitted in partial fulfillment of the
Requirements for the award of the degree of

Master of Computer Applications

Bharathiar University, Coimbatore



Submitted by

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CERTIFICATE

Department Of Computer Science and Engineering

Kumaraguru College of Technology

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Coimbatore – 641006

CERTIFICATE

This is to certify that the project work entitled

OPPORTUNITY TRACKER SYSTEM

Completed by

Bharath.B

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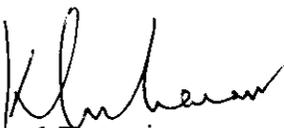
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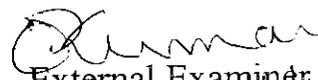
Master of Computer Applications of Bharathiar University.


Professor and Head


Internal Guide

Submitted for the University Examination held on 16.04.2003


Internal Examiner


External Examiner
16/4/03



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28th march 2003

To Whomsoever It May Concern

This is to certify that **Mr. Bharath. B, M C A Student (Final Year) of Kumaraguru College of Technology** has successfully completed his project work titled "**Opportunity Tracker System**" under the guidance of **Mr. Rajesh Rajan Pillay.**

He carried out this project during December 2002 and March 2003.

For HCL PEROT SYSTEMS LIMITED

A handwritten signature in black ink, appearing to read 'Manmeet Singh', written in a cursive style.

Manmeet Singh
Human Resources Group

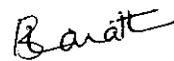
DECLARATION

DECLARATION

I here by declare that the project entitled **OPPORTUNITY TRACKER SYSTEM**, submitted to Bharathiar University as the project work of Master of Computer Applications Degree, is a record of original work done by me under the supervision and guidance of **Mr.Rajesh Pillay**, Associate, HCL Perot Systems Pvt. Ltd., Bangalore and **Mr.K.R.Baskaran**, Assistant Professor, Department of Computer Science, Kumaraguru College of Technology, Coimbatore. This project work has not found the basis for the award of a Degree/Diploma/Associateship/Fellowship or similar title to any candidate of any University.

Place : Coimbatore

Date : 16 . 04 . 2003



Signature of the Student

ACKNOWLEDGEMENT

ACKNOWLEDGEMENT

I express my profound respect and sincere gratitude to **Dr.K.K.Padmanabhan, Ph.D.**, Principal, Kumaraguru College of Technology, Coimbatore for his kind co-operation by allowing me to take up this project work.

I record my sincere thanks to **Dr.S.Thangasamy, Ph.D.**, Head of the Department, Computer Science and Engineering, Kumaraguru College of Technology to take up the project at HCL Perot Systems Pvt. Ltd., Bangalore.

I wish to extend my gratitude to **Mr.L.Ravichandran**, Vice President and **Mr.Rajesh Pillay**, Associate, HCL Perot Systems Pvt. Ltd., Bangalore for allowing me to carry out the project work at HCL Perot Systems Pvt. Ltd., and guiding me in completing the project successfully.

I am greatly privileged to express my deep sense of gratitude to my guide **Mr.K.R.Baskaran, B.E.,M.S.**, Assistant Professor, Department of Computer Science and Engineering, Kumaraguru College of Technology, Coimbatore for his valuable advice and encouragement.

BHARATH.B

SYNOPSIS

This project is undertaken for HCL Perot Systems, Bangalore. The company is a joint venture between HCL Technologies and Perot System. They undertake Application Development, E-Integration, Telecommunication and Networking projects.

This project entitled **OPPORTUNITY TRACKER SYSTEM** is an Intranet based in-house application project undertaken for the Business Development Group (BDG) of HCL Perot Systems, Bangalore.

The purpose of this project is to transfer information between the Sales-In-Charge and the Business Development Group in a more legible and dependable form. The procedure is as follows : when ever there is an opportunity of business from a client the Sales-In-Charge enters information about the client like the name of the client, location, date, etc., into a database that the BDG Owners can access and act appropriately.

The system is developed using Active Server Pages (ASP), SQL Server, VB Script, Internet Information Services, Microsoft Visual InterDev, Microsoft FrontPage and HTML.

The project consists of the following modules :

Add New Opportunity.

View Opportunities By Choice.

Update Opportunity.

Delete Opportunity.

Add New Opportunity :

The Sales-In-Charge (SIC) enter details about a possible client. They are located in four different countries namely Australia, Hongkong, Malaysia and Singapore. Their main purpose is to identify possible clients for HCL Perot Systems. Once a possible client is identified , details of how the client could be related to the services offered by the company are entered into the application **OPPORTUTNITY TRACKER SYSTEM**. The details are entered into this application by the Sales-In-Charge.

View Opportunities By Choice :

Once the opportunities are entered by the Sales-In-Charge the BDG Owner can view these opportunities that have been stored in the database.The BDG Owner can view the opportunities with respect to his/her choice.

Some of the choices available for the BDG Owner are as follows,

- ❖ **View By Code Name.**
- ❖ **View By Due Date.**
- ❖ **View By Location.**
- ❖ **View By Horizontals.**
- ❖ **View By Verticals.**
- ❖ **View All Opportunities.**

Update Opportunity :

When a situation arises wherein the same client has more than one opportunity then the Update Opportunity is used. It has been designed in such a way that the new updated opportunity can be updated without overwriting the existing opportunity. So, when the BDG Owner views the opportunities all the opportunities including the existing opportunity will be displayed.

Delete Opportunity :

This option is used when the opportunity in the system has been exhausted or is out of bounds. The Sales-In-Charge deletes the opportunity that is not required by entering the codename of the opportunity.

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INTRODUCTION

Add New Opportunity :

The Sales-In-Charge (SIC) enter details about a possible client. They are located in four different countries namely Australia, Hongkong, Malaysia and Singapore. Their main purpose is to identify possible clients for HCL Perot Systems. Once a possible client is identified , details of how the client could be related to the services offered by the company are entered into the application **OPPORTUTNITY TRACKER SYSTEM**. The details are entered into this application by the Sales-In-Charge.

View Opportunities By Choice :

Once the oppotunities are entered by the Sales-In-Charge the BDG Owner can view these oppotunities that have been stored in the database. The BDG Owner can view the oppotunities with respect to his/her choice.

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existing opportunity. So, when the BDG Owner views the opportunities all the opportunities including the existing opportunity will be displayed.

Delete Opportunity :

This option is used when the opportunity in the system has been exhausted or is out of bounds. The Sales-In-Charge deletes the opportunity that is not required by entering the codename of the opportunity.

The System is Developed Using

- Active Server Pages
- HTML
- Personal Web Server and Internet Information Server
- Java Script and VBScript
- SQL Server

1.2. ORGANIZATION PROFILE

A joint venture between HCL Technologies and Perot Systems Corporation, their services span the entire gamut of the IT applications lifecycle. They have, since inception in 1996, evolved into a global software solutions company, synergising the IT capabilities and business transformation strengths of our parent organizations.

In a short span of four years, HPS has successfully completed many Information Technology projects for a number of blue chip clients around the world. Today, HPS has a staff of over 1850 IT professionals and domain experts.

HCL Perot Systems is a software solutions and services provider, with clients and offices worldwide, and systems and processes that ensure quality.

Services

They offer solutions that cater to the complete lifecycle of Information Technology applications. From Legacy Systems to e-enablement, Application Development to Maintenance, Re-engineering and Migration to Enterprise Solutions services.

The company's service offerings draw upon its expertise in multiple domains, technologies, tools and platforms. Whether it is distributed application development, a complex migration project or outsource testing services, the clients are assured of consistent quality and maximum value.

Application Development

The company has successfully developed new applications using customized software development paradigms - from requirement analysis to implementation. Their onsite/offshore approach provides Clients with a framework for application development outsourcing and ensures that the solution is "to customer specification, on time and within budget".

From its inception, HPS has been able to strike the right balance between being a process-driven company and one that allows us to respond rapidly to client needs. The amount of repeat business HPS has received from our clients speaks volumes for their satisfaction with the quality of services we provide.

HPS' Business Development Group (BDG), is constantly on the lookout for new opportunities from the market. This application namely the **OPPORTUNITY TRACKER** has been developed as an in-house application for the Business Development Group.

Horizontals

- Migration
- Re-Engineering
- E-Integration
- Testing

Verticals

- Finance
- Telecom
- Travel
- Health Care

SYSTEM STUDY AND ANALYSIS

2. SYSTEM STUDY AND ANALYSIS

System study may be broadly defined as encompassing the following areas

Existing System

If a system already exists, its present system is analyzed in broad light to uncover the flaws in design in case of faults or improvements or enhancements to be made due to changing requirements.

Proposed System

It is defined as the design of a new system or improvements made to the existing system to meet requirements.

Requirements of new system

It is defined as what the new system should actually do.

User Characteristics

The basic knowledge required in terms of know how and tools that are required.

2.1 EXISTING SYSTEM

The Existing system followed is a tedious process. As of now when a new opportunity arises the Sales-In-Charge sends an email to the BDG Owner stating details about the Opportunity. There is no specific format for the opportunity.

LIMITATIONS :

- The existing system has no specific format. Every time the Sales-In-Charge emails the BDG Owner he/she sends it in a different format. It is not very legible.
- There is no proper maintenance of the previous opportunities that have come from different clients.
- The details on the opportunity is lost if the BDG Owner deletes the email he/she has received from the Sales-in-Charge.
- There is no database that can be used to store and retrieve information in the desired form.
- The time involved in the existing system is very high and is thus not desirable.
- A list of opportunities for a single client cannot be maintained in the existing system.
- The BDG Owner cannot view the list of opportunities that have come with respect to a specific date, location or verticals.

These disadvantages of the existing system have led to the development of a new system using digital technology, which gives greater accuracy, higher speed and larger scale of availability.

2.2. PROPOSED SYSTEM

The proposed system removes the disadvantages of the existing system such as saving time, generating reports, providing a good user interface, etc.,

ADVANTAGES :

- It has a simple and easy to use user interface designed using ASP and HTML for the Sales-In-Charge and the Business Development Group to enter details.
- All the details about an opportunity entered by the Sales-In-Charge are stored in a database designed using SQL Server for retrieval.
- When two or more opportunities come from the same client then the system is designed in such a way that no over writing takes place.
- The BDG Owner can view the opportunities by his/her own choice. The choices may be to view all existing opportunities, to view by location, duedate, codename, verticals or horizontals.
- Any number of opportunities can be added at a given point of time. The new opportunities will be added to the database at once.
- There are different levels of authentication for the user to view details about the opportunity hence the data stored is very secure.

2.3. REQUIREMENTS OF THE NEW SYSTEM

The system has been designed in order to overcome the pitfalls faced by the existing system and hence should possess the following features.

- ✓ The system should be user friendly
- ✓ It should supports graphical user interface(GUI).
- ✓ All the operations should be automated.
- ✓ There should not be redundancy and inconsistency.
- ✓ Proper security must be given to each user either as an administrator (or) as a user level entry.
- ✓ Task must be easily allotted to developers or programmers.
- ✓ Retrieval of records must be made easy.
- ✓ Report generation of task details and task status should be possible.
- ✓ The status of the project should be known any time easily.
- ✓ No wastage of human resources and time

2.4. USER CHARACTERISTICS

To access the system, user needs a rough knowledge about using the Intranet. Since it a user-friendly interface system, the events like click and select are only to be used. Therefore user need not have any prior knowledge about the system. Moreover, help topics and tips are been provided wherever necessary, which facilitates users to work with ease.

The client or user using the system should have the following knowledge:

Server-side User :-

The user should atleast have a knowledge about current database. The user should have knowledge about internet technology like Search, use of mailing services etc.,

Client-side User :-

The user should have knowledge about using the Intranet. He/She should have access to the Intranet.

PROGRAMMING ENVIRONMENT

1. INTRODUCTION

1.1. PROJECT OVERVIEW

“OPPORTUNITY TRACKER SYSTEM” is an application for the Business Development Group of HCL Perot Systems Limited, Bangalore. The application provides service to the Sales-In-Charge and the BDG through a web browser. The objective of this project is to transfer information from the Sales-In-Charge and the Business Development Group in a more legible and dependable form and also to store and retrieve information from a database.

The Business Development Group is constantly on the look out for new opportunities from the market. The Sales-In-Charge persons are present in countries like Australia, Hongkong, Malaysia, Singapore. Whenever an opportunity arises the respective Sales people enter the opportunity into the **OPPORTUNITY TRACKER SYSTEM**. The Business Development Group can then view the opportunity through this application.

The various modules involved in the Opportunity Tracker are as follows,

- **Add New Opportunity**
- **View Opportunities By Choice**
- **Update Opportunity**
- **Delete Opportunity**

3.PROGRAMMING ENVIRONMENT

3.1. Hardware Configuration

- ✓ Intel Pentium & above.
- ✓ 64MB RAM.
- ✓ 10 GB HDD.
- ✓ Cache Memory 512 KB.
- ✓ Network Interface Card.
- ✓ Telephone Lines for Communication

3.2. Software Configuration

- ✓ Windows NT Operating System
- ✓ Internet Explorer 6
- ✓ SQL SERVER.
- ✓ PWS/IIS.

3.3. DESCRIPTION OF SOFTWARE AND TOOLS USED

The Software used to develop the proposed system is as follows,

✓ **Active Server Pages**

Internet tool used for web publications.

✓ **Hypertext Markup Language**

Internet tool used for web designing.

✓ **JavaScript & VBScript**

Scripting Languages used to run client side events.

✓ **Personal Web Server**

Web Server used to satisfy client side requests.

✓ **SQL Server**

Database used to store values.

About the Operating System

Windows NT is a 32-bit, preemptive multitasking operating system that belongs to the Microsoft Windows family of Operating system products. This Operating System is being used in the project for the following reasons.

Windows NT is enabled to work as a network operating system. Unlike previous versions of Windows, Windows NT really is a complete, true OS in itself, not relying on DOS for lower level function.

Some of its features are as follows,

- ✓ **Portability** : Unlike most operating systems, Windows NT can run on a variety of platforms. This flexibility can be a great advantage when implementing a computer strategy for an organization.
- ✓ **Multitasking Operations** : From the perspective of the end user, multitasking means that different type of applications can run simultaneously. While the user is working on one application can be running in the background.
- ✓ **Security** : Windows NT 's security features such as a mandatory logon procedure, memory protection ,auditing and limited network access have been developed.
- ✓ **Support for many clients** : A wide variety of clients can serve as workstation on a Windows NT network such as Windows 3.x, Windows Workgroups and MS-DOS.
- ✓ **Storage space** : Windows NT supports a virtually limitless amount of memory and hard disk space.
- ✓ **RAM** : Windows NT supports 4 gigabytes.

Reasons for selecting Active Server Pages :

The ASP is a technology for building dynamic and interactive web applications. The primary difference between ASP and the other new generation technologies mentioned is that ASP must be executed on the web server, while the pages generated by other technologies are interpreted by the browser (or client) . Some of the advantages of ASP are as follows,

- ✓ **Simplicity and speed** : It is very simple and speed over the CGI and Perl.
- ✓ **Browser Independence** : The ASP portion of a page runs on the server and sends only results to the client independent of the browser that is used by the clients.
- ✓ **Active Server Objects** : There are five Active Server Pages Objects,each of which deals with a specific aspect of interactivity and are intended to simplify browser and page control.

Reasons for selecting HTML:

Hyper text Markup Language (HTML) is a collection of platform independent styles that define the various components of World Wide Web (WWW) document. HTML documents are plain-text files that can be created using any text editor.

For passing the value from client side to server side we use HTML forms tag. The form can contain interface elements such as text fields, buttons, check boxes, radio buttons and selection lists that let users enter text and make choices.

Forms uses two types of methods. One is “post” and another is “get”. We pass the value into ASP file using the ACTION method. The input values are taken into asp file for processing at the client side. Sometimes JavaScript is also used in the HTML file for more efficiency.

Reasons for selecting JavaScript and VBScript :

JavaScript and VBScript is an easy to use object-script languages designed for creating live online applications that link together objects and resources on both client and server. These languages are designed for use by HTML page authors and enterprise application developers to dynamically script the behavior of objects running on either a client or server.

Reasons for selecting Personal Web Server

Microsoft Personal Web Server is a desktop Web Server that makes it possible to publish personal home page and share documents on the corporate network. PWS can be used as a development–staging platform before uploading a site to an Internet provider. It also makes documents available by Web browser from corporate Intranet. Browser can be used to preview a site before uploading, to see how it looks and functions when served. PWS makes a great platform for testing a site before hosting it on the Company server, or on an Internet Service provider. It also includes check links, forms, scripts and applications to be sure they display and function correctly.

Reasons for selecting SQL Server :

- ✓ SQL Server is a client / server Rational Database Management System.
- ✓ It can run on Windows 95/98, Windows NT Workstation 4.0 or later, Windows NT server 4.0 or later.
- ✓ It integrates with Windows NT and hence takes advantages of many of its Security features, SMP features, Event viewer, Performance Monitor and Cluster Server.
- ✓ It integrates well with Microsoft office products.
- ✓ MS DTS is a transaction manager. It allows clients to include several different sources of data in one transaction.
- ✓ The Microsoft Search Services is a full-text engine that runs as a Windows NT service.
- ✓ Each SQL Server has two types of databases. They are system database and user database. System database stores information about SQL as a whole. User database that users create.

4.SYSTEM DESIGN AND DEVELOPMENT

It is defined as detailed concentration on the technical and other specification that will make the new system operational.

4.1. INPUT DESIGN

The input design is the link that ties information system into the world of users. Inpt design consists of developing specification and procedures for data preparation, steps necessary to fit transaction data into a form that is usable for computer processing.

The Sales-In-Charge who is the user has to input all the values into the Add New Opportunity form when a new opportunity arises. The following details are to be given by the users :

Code Name,Start Date, Opportunity Keyword, Due Date, Location, Horizontals, Verticals, Details, Sales Person, Technical Owner,Approx Deal Size,Stage, Off Shore BDG Owner.

Incase the BDG Owner wants to view the opportunities that have been given as input by the Sales-in-Charge then he/she can view the opportunities by selecting the necessary choice which are as follows :

View all opportunities, View by Codename, View by Due Date, View by Location, View by Verticals, View by Horizontals.

4.2. OUTPUT DESIGN

One of the most important features of an information system for users is the output it produces. Output is information delivered to users through the information system. Without quality output the entire system may appear to be unnecessary that the users will avoid using it.

The output design of this system is done so that the output screen consists of all the necessary details presented in an attractive and easy readable form.

The output of this system can be viewed by the Business Development Group. He/She can view the list of opportunities that have been stored in the database according to their choice. The following are the choices of reports that the BDG owner can view ;

- View All Opportunities
- View by Code Name
- View by Due Date
- View by Location
- View by Horizontals
- View by Verticals

4.3. DATABASE DESIGN

All the details of the system are stored in the database. The following are descriptions of the tables. The organization of data in a database aims to achieve three major objectives: data integration, data integrity and data independence.

Data Integration :-

In a database, information from several files is coordinated, accessed and operated upon as through it is in a single file. Logically, the information is centralized; physically, the data may be located on different devices and in widely scattered geographical locations, connected through data communication facilities.

Data Integrity :-

Occurrence changes are made to data in one file but not a copy of the same data in another file, when same file is stored in different storage area in a system.

Data Independence :-

Data independence is the insulation of the application programs from the changing aspects of the physical data organization.

Name of the table : Client Table

Description : This table contains the client details

| Field Name | Data Type | Description |
|---------------------|-----------|-------------------------------|
| Code_Name | Varchar | Code name of the client |
| Start_Date | Datetime | Date of filling the tracker |
| Opportunity_Keyword | Varchar | Keyword of the opportunity |
| Due_Date | Datetime | End Date |
| Details | Varchar | Details about the opportunity |
| Verticals | Varchar | Verticals of HPS |
| Location | Varchar | Area |
| Horizontals | Varchar | Horizontals of HPS |
| Sales_Person | Varchar | Name of the sales person |
| Technical_Owner | Varchar | Name of the technical owner |
| Approx_Deal | Varchar | Approximate Price |
| Stage | Varchar | Current status |
| BDG_Owner | Varchar | Owner of the group |

4.4.PROCESS DESIGN

The next is how the system does processing. The processes involved in the system are shown in figure (1).

The various processes involved in the system include the following,

Add New Opportunity:

As given in the figure(2) and figure(3) the Sales-In-Charge inserts his/her opportunity into the tracker. The user has to enter all the details that are asked for.

View By Choice:

The Opportunities in the tracker can be viewed by the BDG Owner.He/she is the user. The user can view the opportunity according to their choice. Figure(4) and Figure(5) is a diagrammatic representation of this process.

Update:

The update operation is used when more than opportunity arises for a specific client. The update operation is done in such a way that the new updated opportunity does not overwrite the existing opportunity. Figure(6) depicts the process involved.

Delete:

This operation is used when the opportunity is out of scope or in other words there is no necessity of the opportunity to exist. The figure(7) depicts this operation.

OVERALL SYSTEM DESIGN

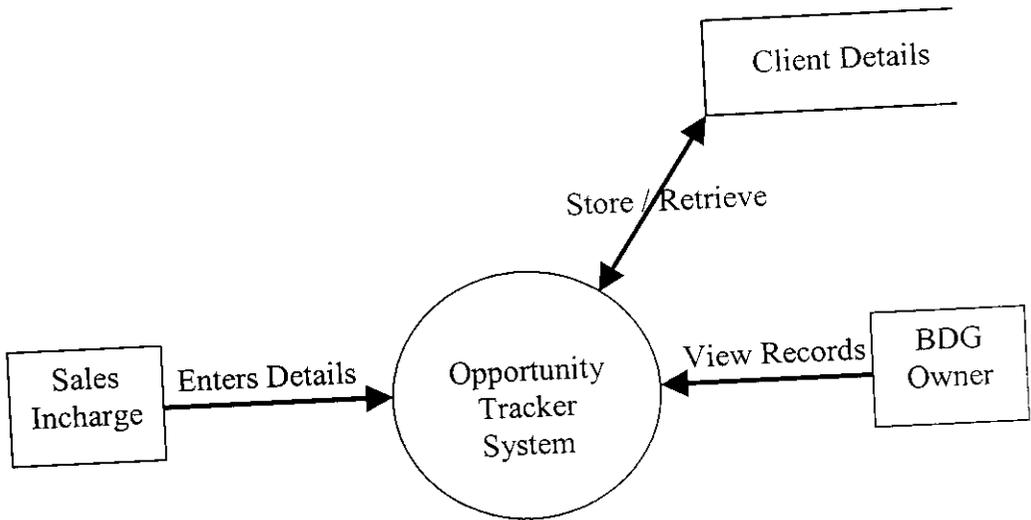


Figure (1)

OPPORTUNITY TRACKER : MODULES

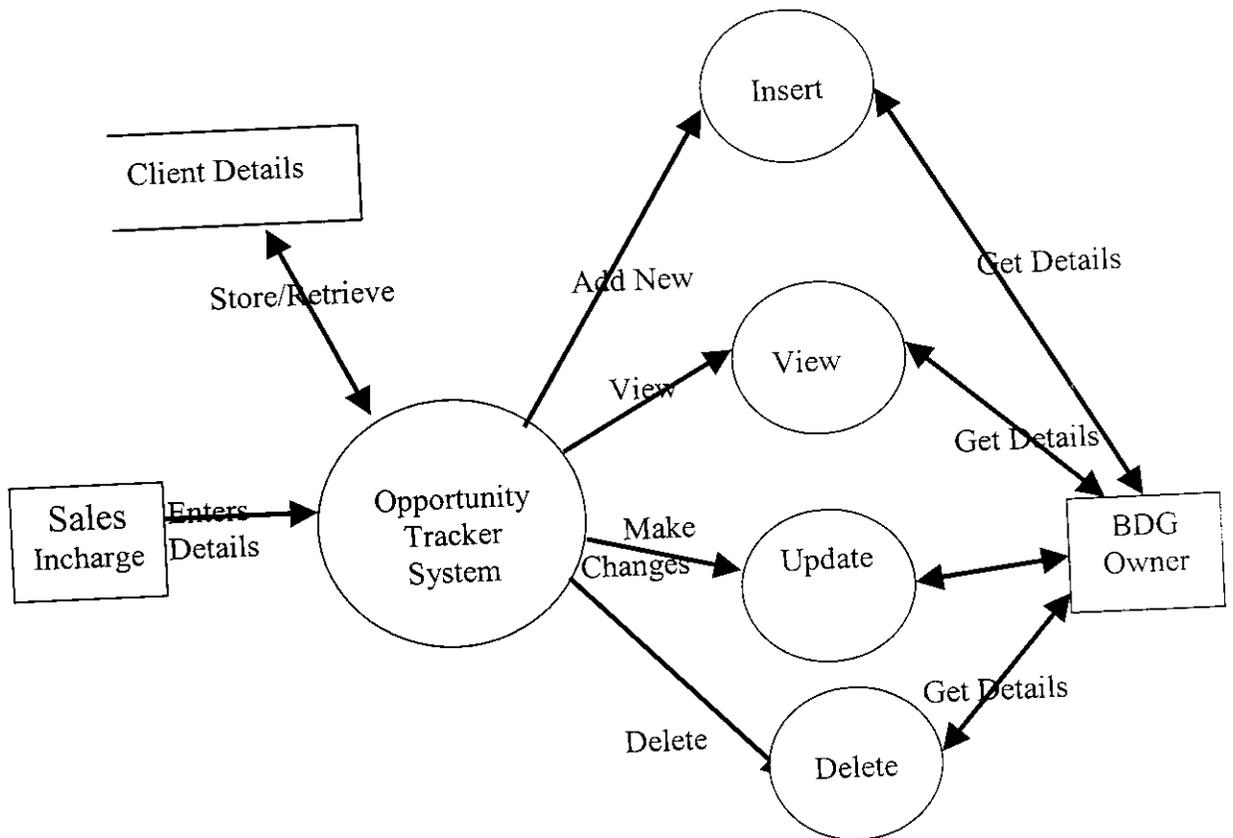


Figure (2)

OPPORTUNITY TRACKER : INSERT MODULE

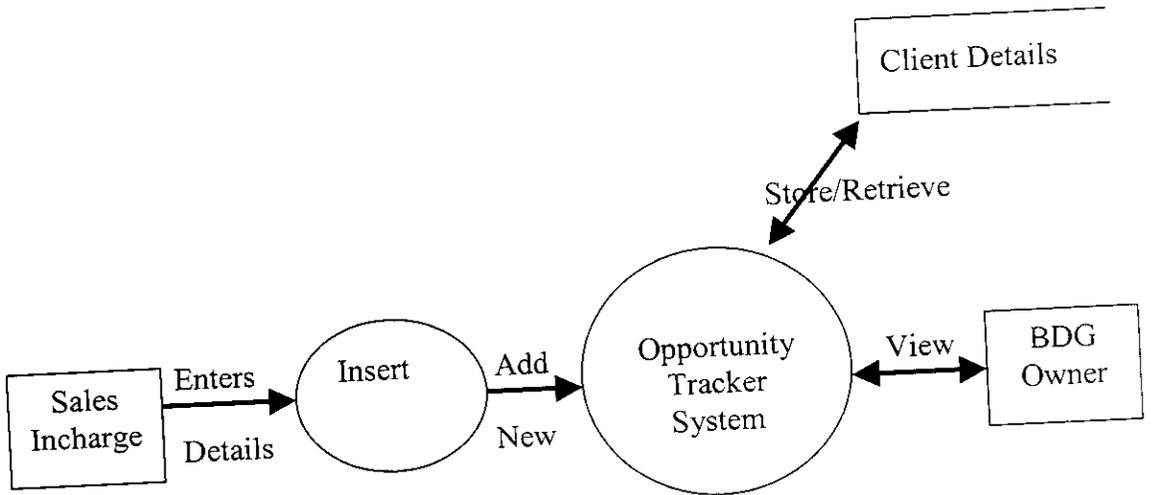


Figure (3)

OPPORTUNITY TRACKER : VIEW MODULE

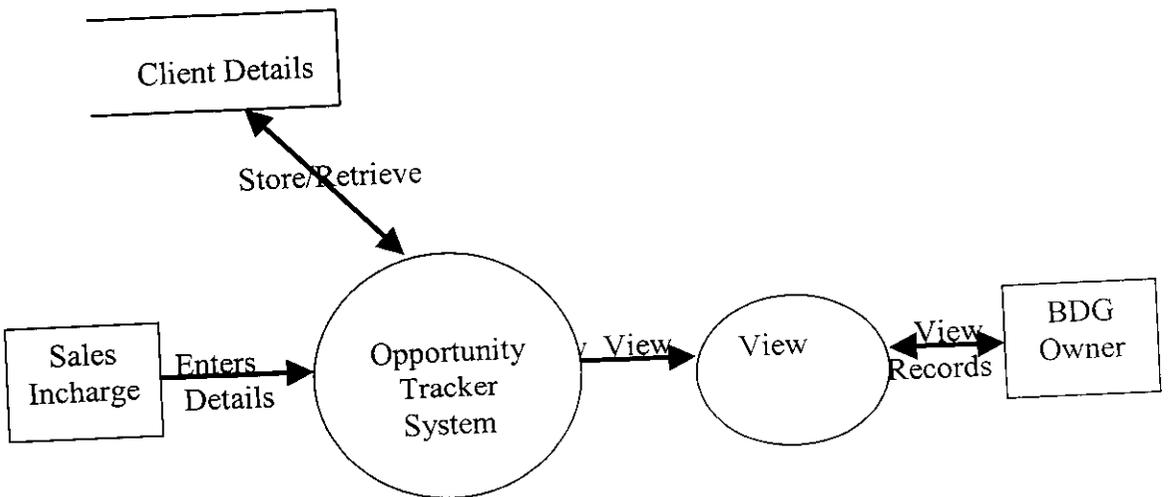


Figure (4)

OPPORTUNITY TRACKER : VIEW MODULE

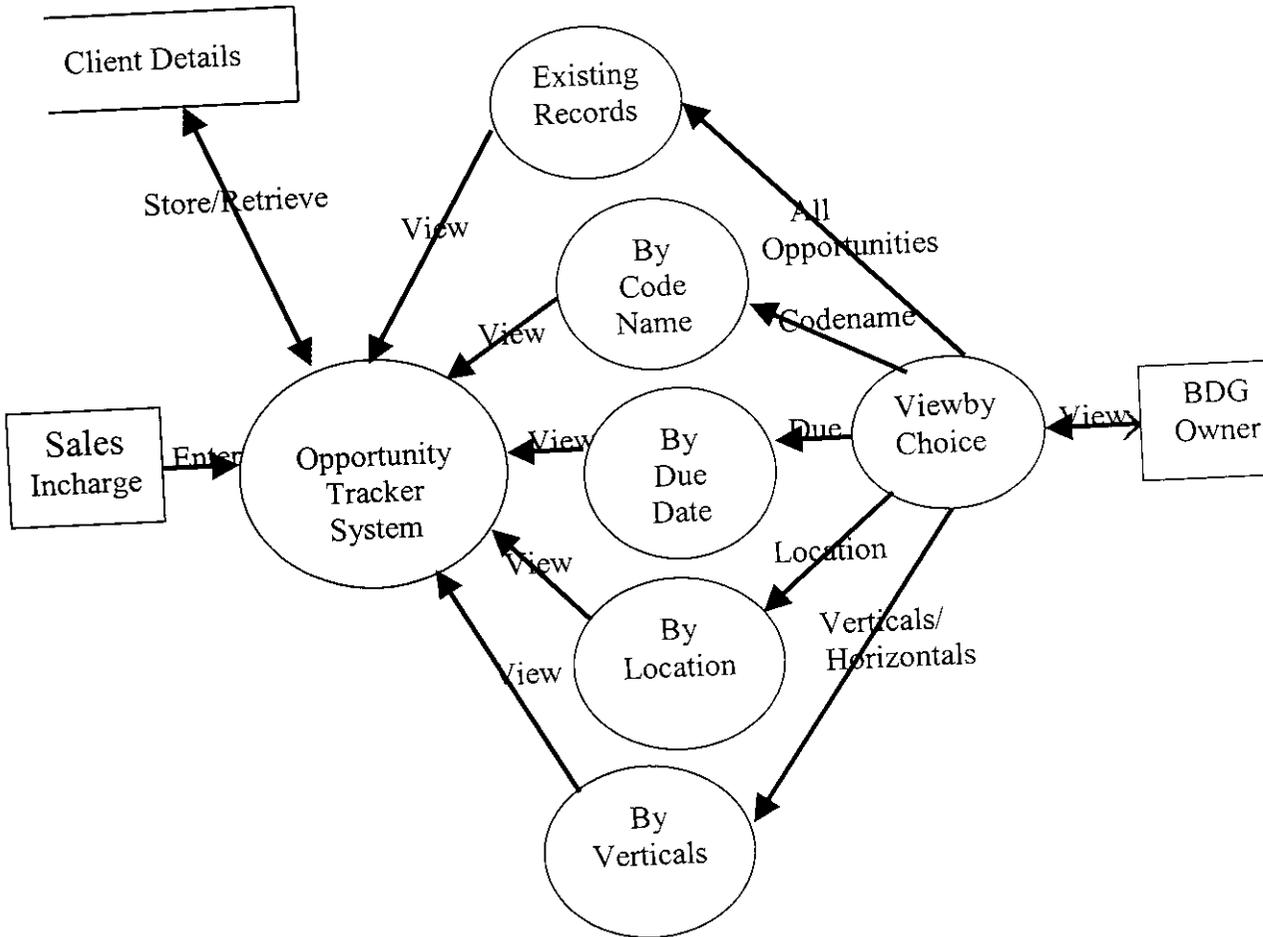


Figure (5)

OPPORTUNITY TRACKER : UPDATE MODULE

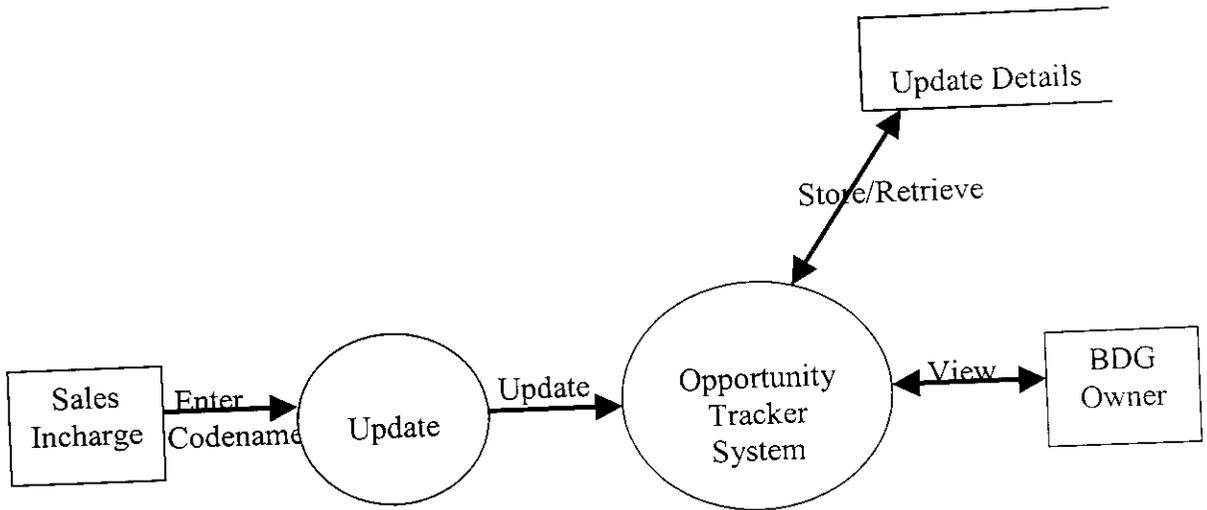


Figure (6)

OPPORTUNITY TRACKER : DELETE MODULE

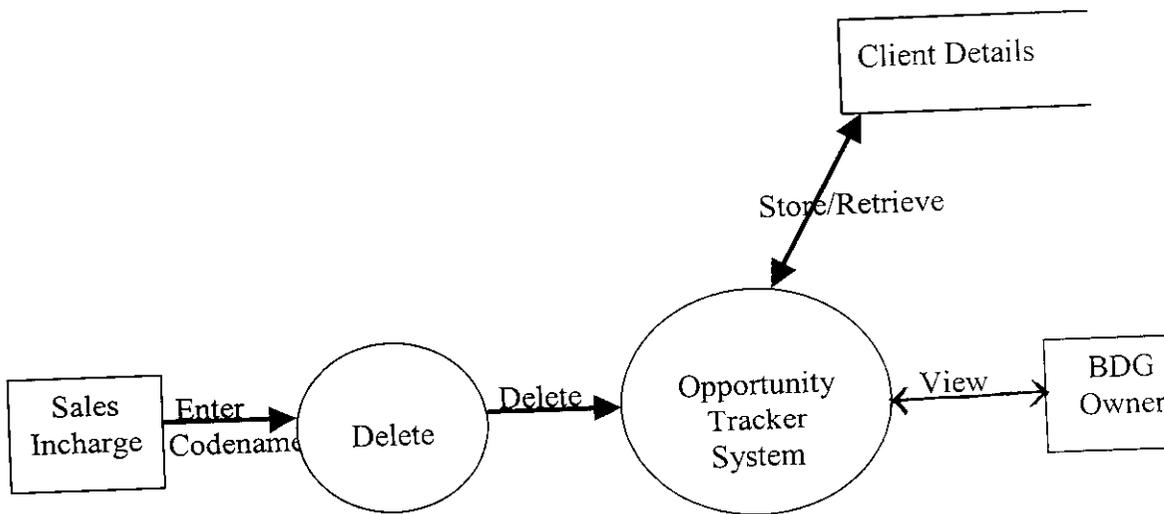


Figure (7)

SYSTEM IMPLEMENTATION AND TESTING

5.1. SYSTEM IMPLEMENTATION

This project is under the testing phase to uncover errors, flaws, etc., upon successful completion of testing , the Beta version will be implemented for end users.

The system is currently implemented based on client/server technology. The client sends the request which is responded by the server. The client and the server are Intranet based system. In the implementation phase test data was given to the system and it was found to be successful. Complete implementations will take place after the application is uploaded into the HPS Intranet Server.

5.2. SYSTEM TESTING

Testing begins at the module level and works outward towards the integration of the entire computer based system. Different testing techniques are followed at different points of time. Verification and Validation ensure the software quality assurance.

The Testing involved in this system are

Unit Testing

Validation Testing

UNIT TESTING :

In this testing tests focus on each module of the system individually, ensuring that it functions properly as a unit.

All the independent modules in the **OPPORTUNITY TRACKER SYSTEM** are tested independently in order to ensure that the module has no bugs.

VALIDATION TESTING :

To ensure the final assurance that software meets all functional, behavioral and performance requirements the validation testing is carried out. All fields in database tables are validated for its suitability.

The values entered by the Sales-in-Charge and the BDG Owner are verified for validations.

This unit ensures the following

- None of the fields are empty.
- All the values in the fields are within the specified range.
- Special characters,space between words are also provided for some of the fields

CONCLUSION

6.CONCLUSION

The Requirement Analysis and the Design Documentation have been approved by the clients. The User Specifications have been thoroughly tested and implemented.

Once the client is satisfied with the system by matching it with their expectations the **OPPORTUNITY TRACKER SYSTEM** will be uploaded in to the Intranet of HCL Perot Systems, Bangalore.

The application has been tested with the user requirements and verified for validity. The software requirements have been met. The required documents are generated and adequate documentation has been provided for maintenance and further enhancements.

SCOPE FOR FUTURE DEVELOPMENT

7.SCOPE FOR FUTURE DEVELOPMENT

The “**OPPORTUNITY TRACKER SYSTEM**” is a software for the Business Development Group of Hcl Perot Systems. Since it is an Intranet based project, modifications and updations can be done easily. At any point of time HTML pages can be attached with hyper links to the existing page. So, the scope of the project is through out the life time.

In this system in particular the development could be made in future for adding more details about the opportunities and provided with more options to select for viewing. Analyzing the user feedback could lead to making further changes.

BIBLIOGRAPHY

8.BIBLIOGRAPHY

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SCREENS

Microsoft Internet Explorer

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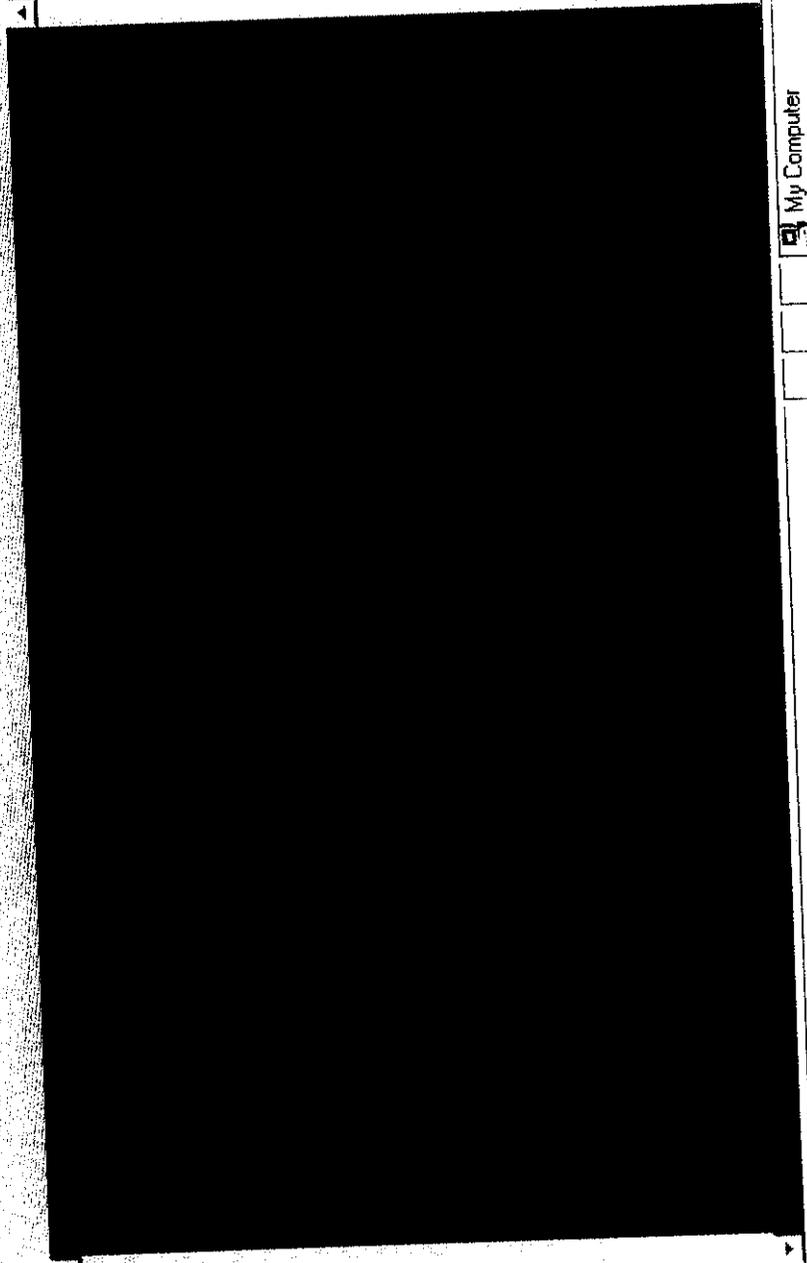
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WELCOME TO THE OPPORTUNITY TRACKER - B.D.G



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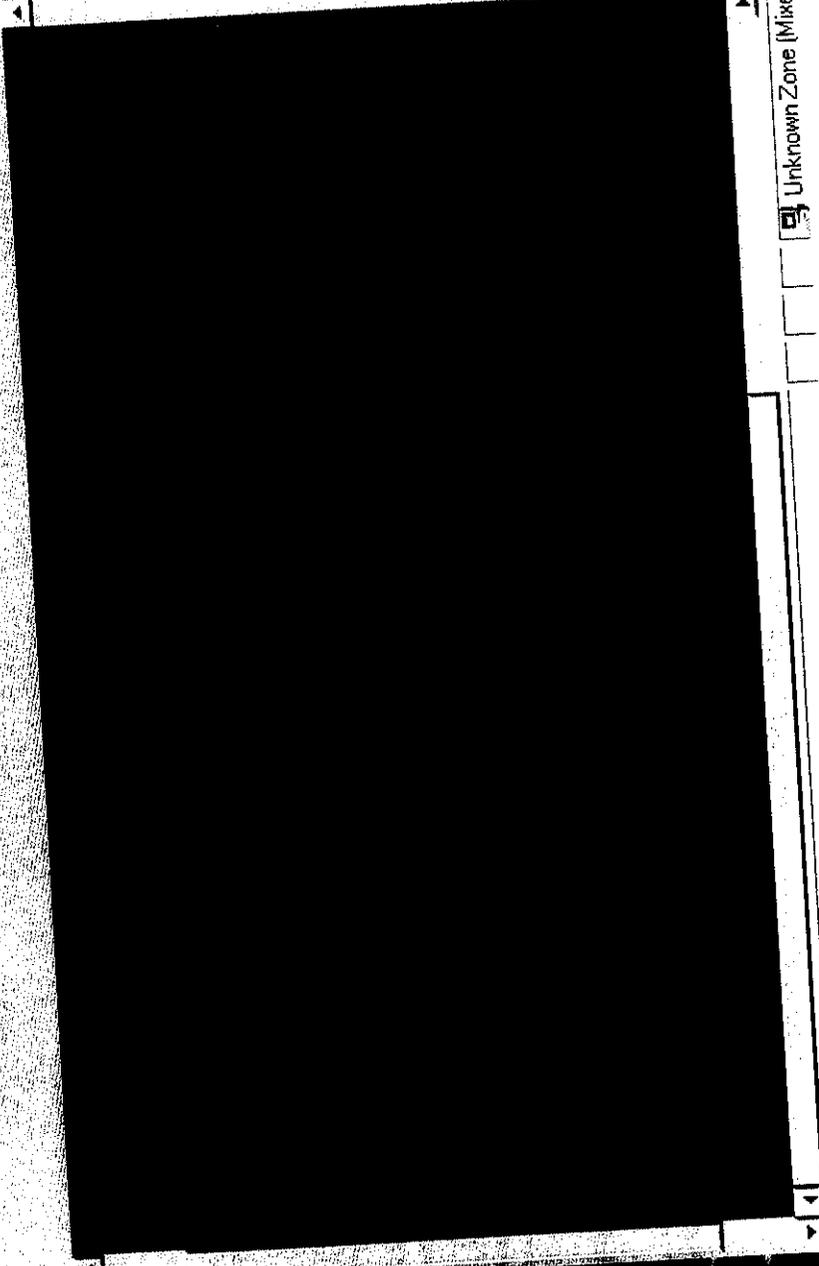
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WELCOME TO THE OPPORTUNITY TRACKER - B.D.G





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By Due Date

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By Horizontals

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WELCOME TO THE OPPORTUNITY TRACKER - B.D.G



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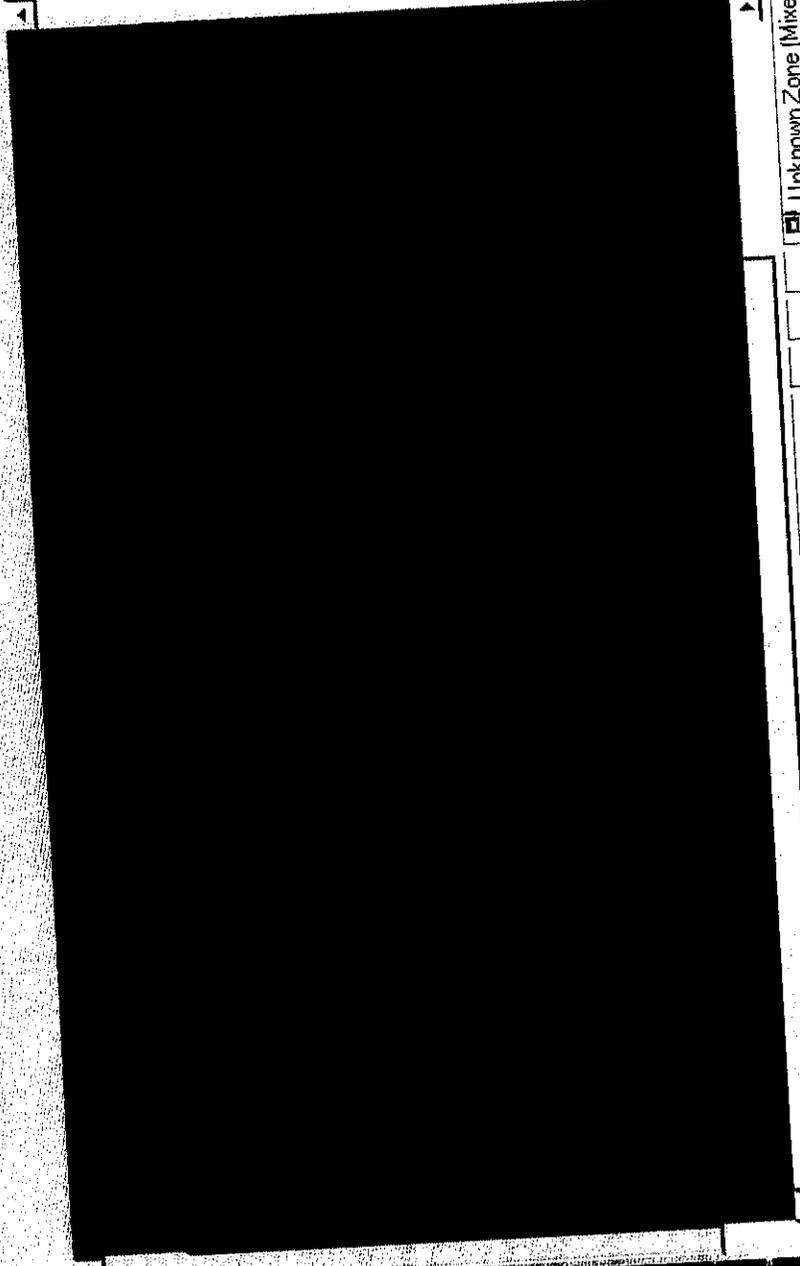
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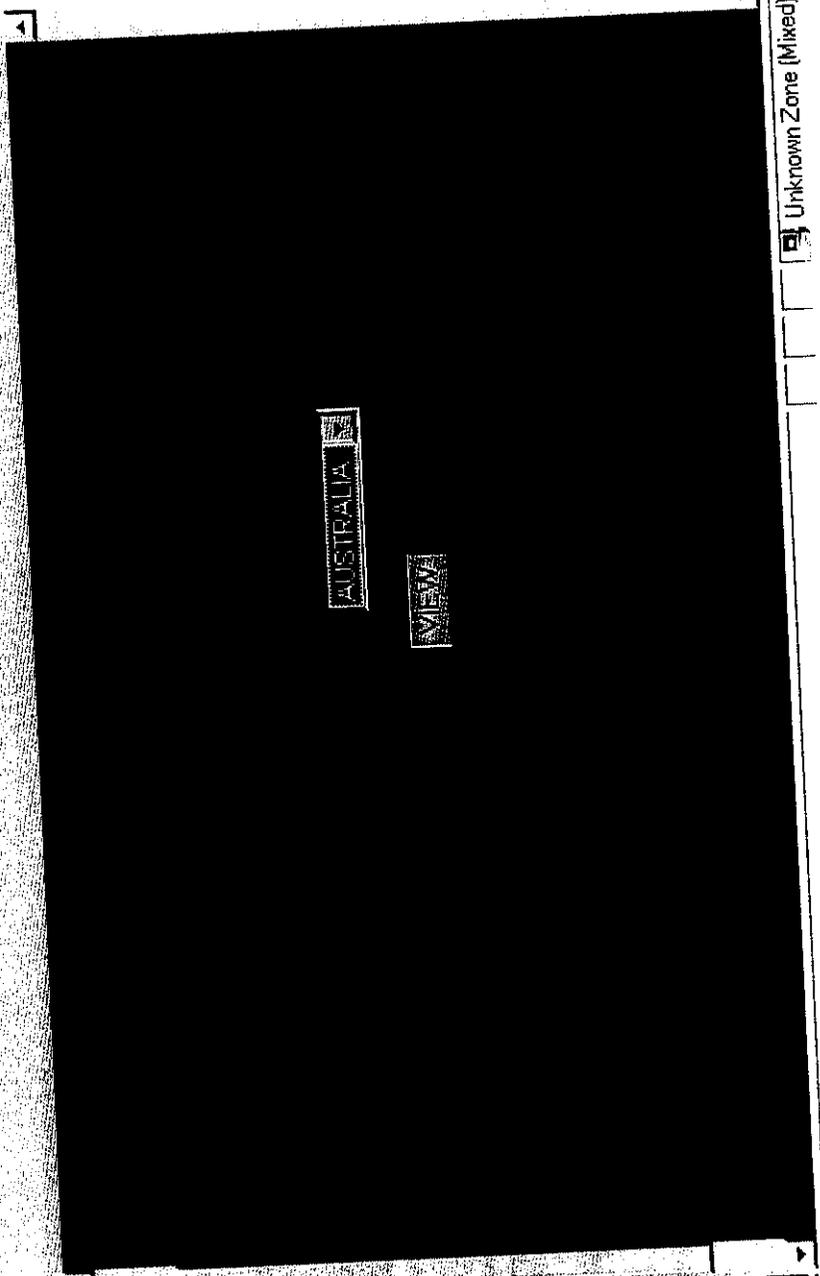
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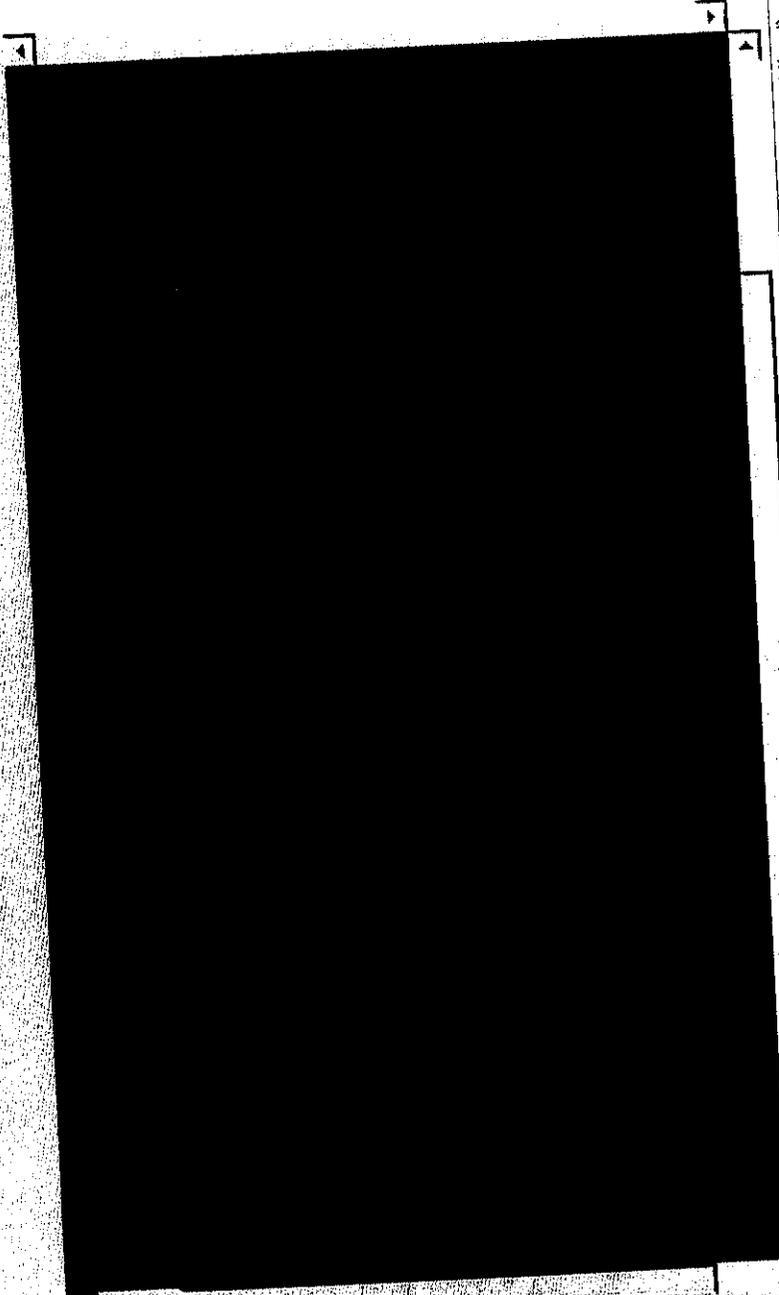
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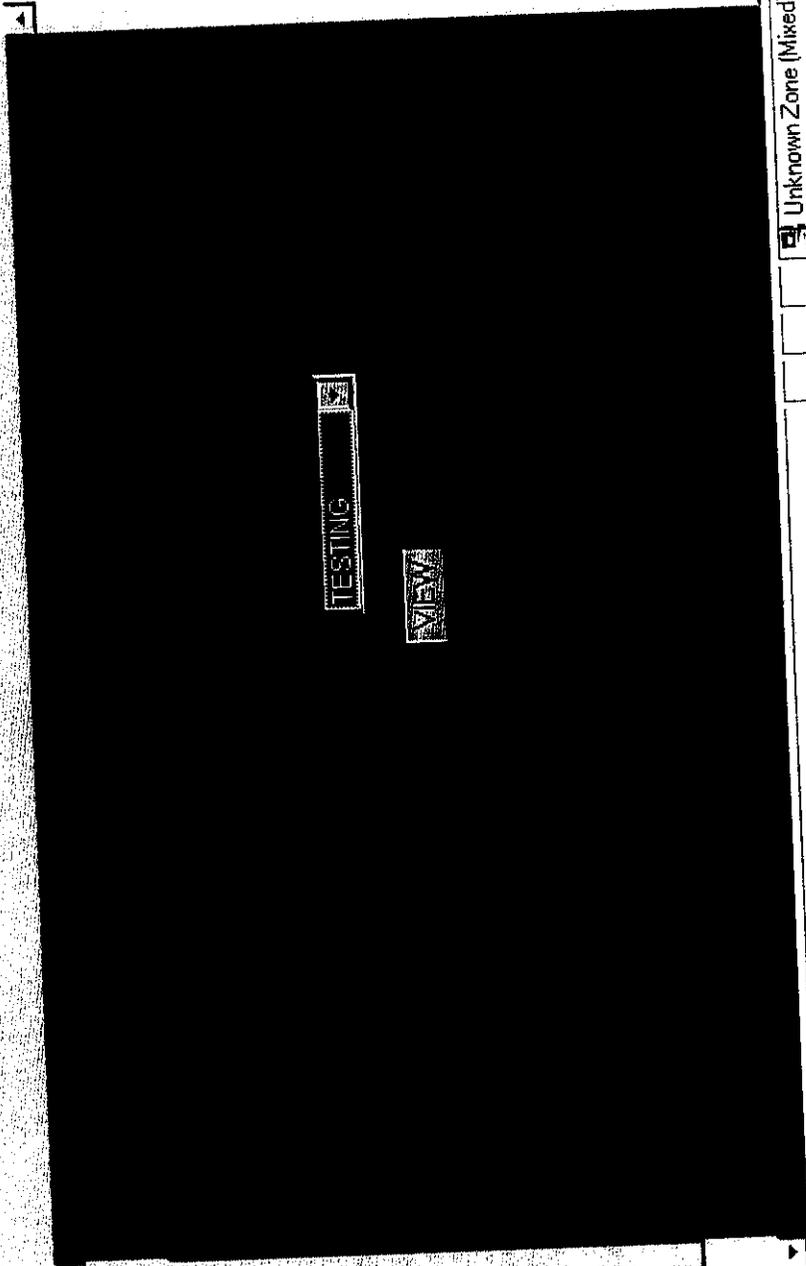


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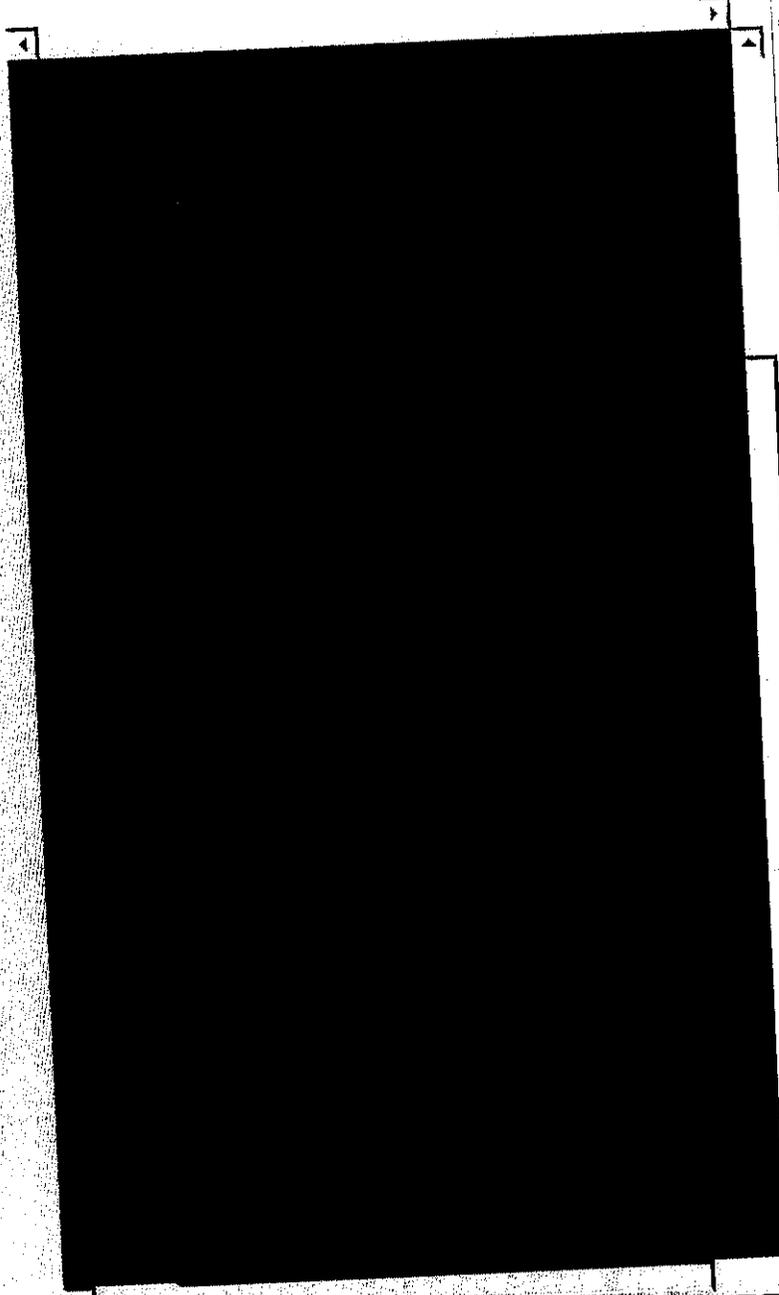
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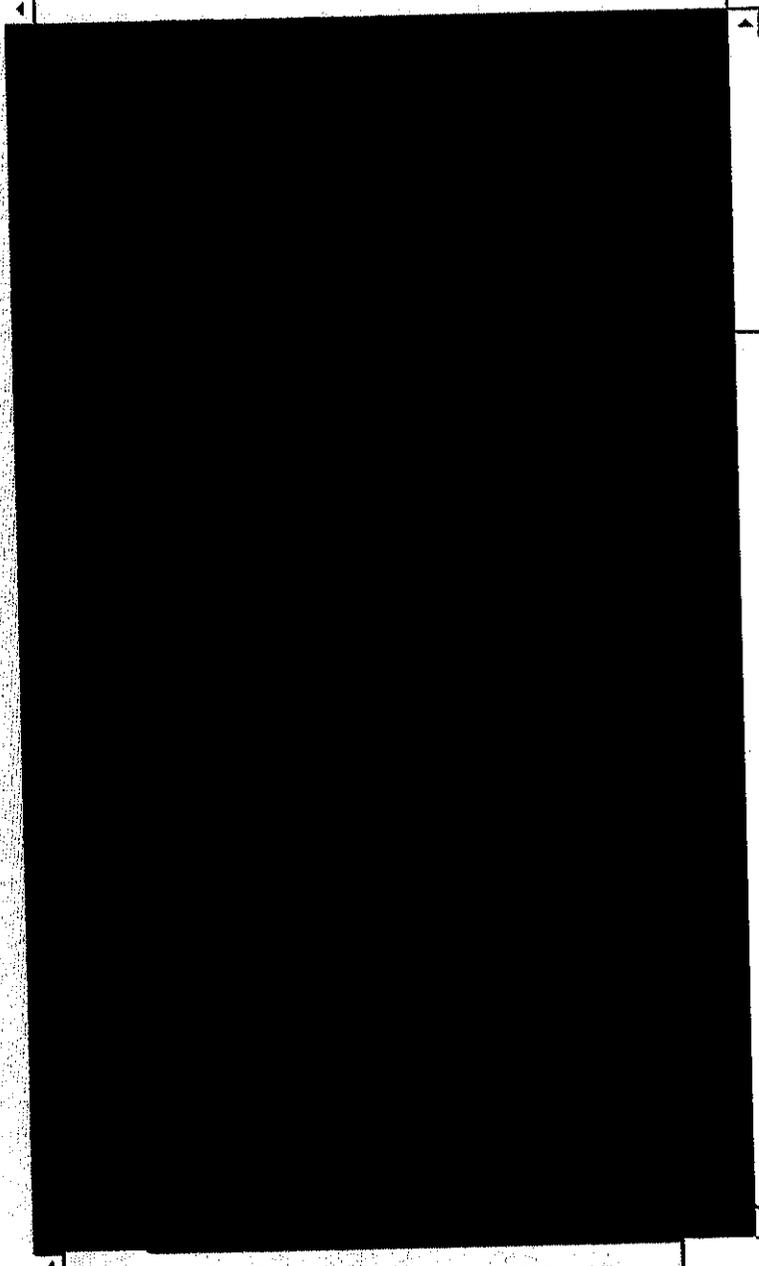
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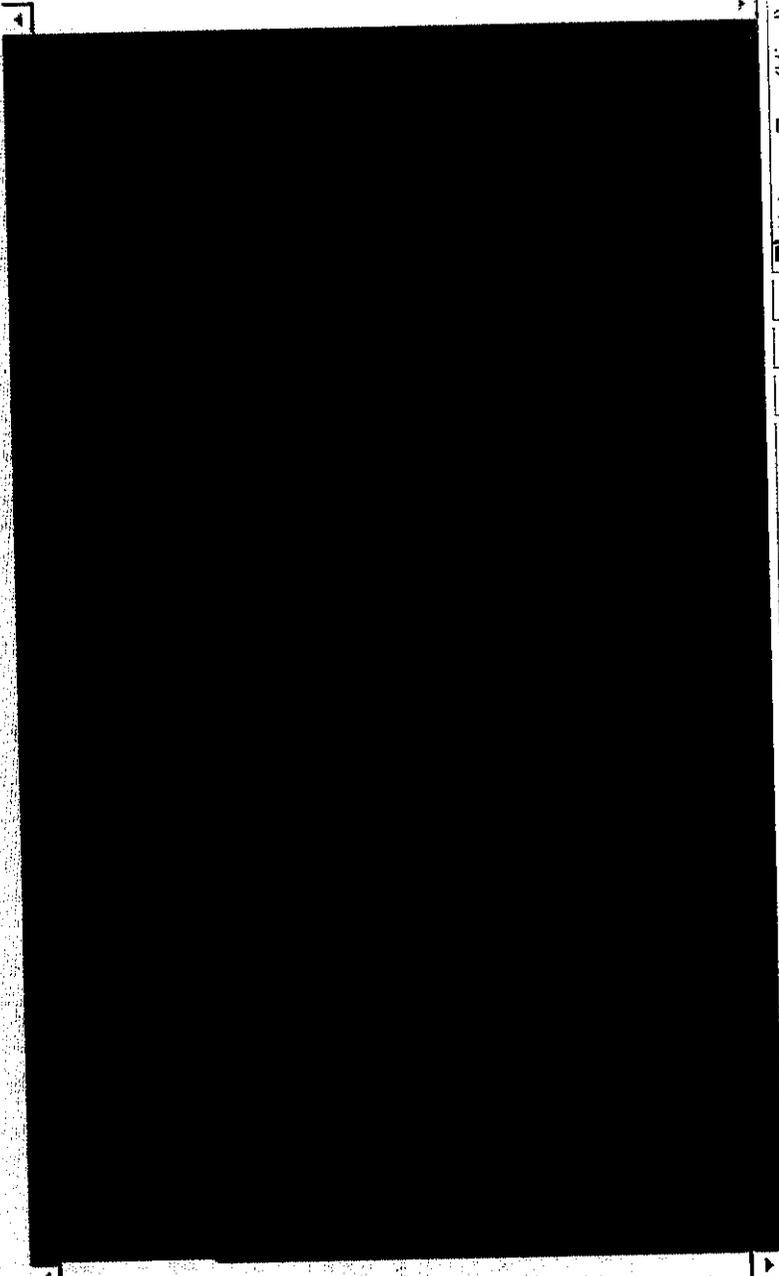
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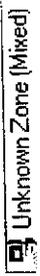
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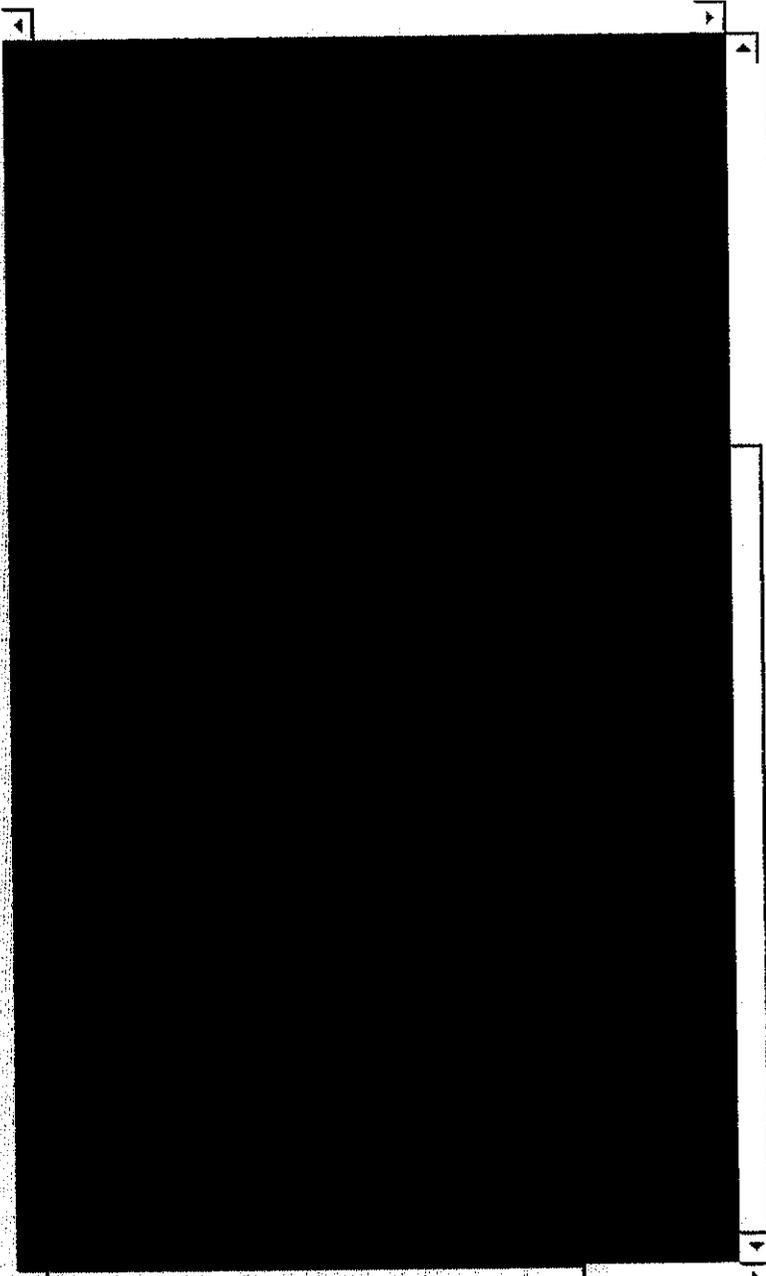
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