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The Art of Software Development

An application for managing emergency calls in the Natural Gas Distribution sector

Key Information

Industry:
Energy - Natural Gas Distribution

Project duration:
2 years in total for 2 versions

Team Size:
6 specialists

Technologies:
- PHP
- CodeIgniter
- MySQL
- JavaScript

Services:
- Analysis
- Architecture and design
- UX/UI design
- Implementation
- Testing
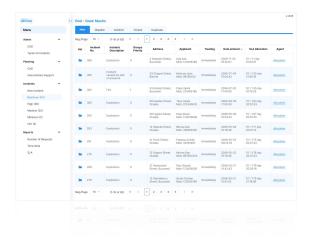- Maintenance
- Project management

Highlights

- The application manages emergency calls and intervention teams in the Call Center of a leading gas distribution company.

- It ensures **real-time monitoring of emergency situations** and **efficient dispatching of teams**.

- The system integrates seamlessly with SAP, enabling smooth data flow.

- The user interface is fast, responsive, and includes **autocomplete functions for quick data entry**.

- Robust project management features integrated in the system ensure **timely issue handling through reporting** and **escalation processes**.
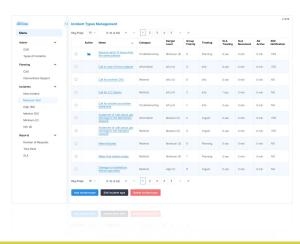
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Product Overview

This application is developed for use in the Call Center of a natural gas distribution company. It manages emergency calls received from consumers regarding malfunctions in the use of gas distribution systems, monitors emergency calls, manages intervention teams, and **generates reports on intervention teams' efficiency**.

Requirements

The project requirements included the real-time monitoring and management of emergency situations, ensuring **efficient dispatching and tracking of intervention teams**. Comprehensive reporting capabilities were also required, along with integration with existing systems, such as SAP. All this and more through a fast-responsive, user-friendly interface.

Challenges

The project faced challenges in integrating with external systems, specifically SAP.

High load and ensuring real-time updates and alerts also presented a challenge that was resolved through a **robust and scalable architecture**.
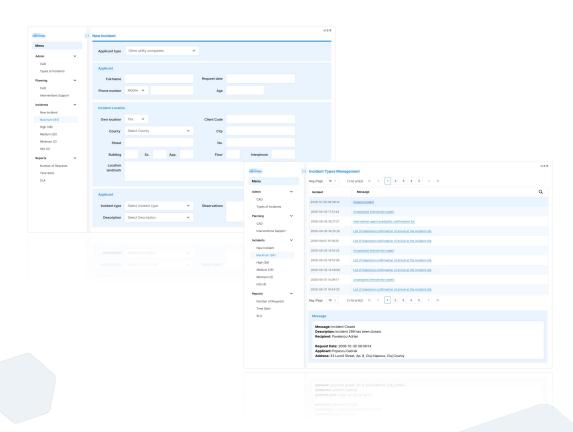

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Provided Solution

The software system provided real-time monitoring and alerting functionalities that are crucial in a call center that deals with emergency cases of a gas distribution system.

A rich GUI was created, featuring **quick response autocomplete for fields**.

A robust project management process was implemented in the system, encompassing **planning**, **reporting**, and **issue escalation**, to insure that all disorders reported in the Call Center are handled in a timely manner.

Let's get in touch

ArtSoft Consult is a trusted partner in the IT industry, providing tailored solutions to address your unique business challenges.

With our proven expertise our team delivers innovative solutions and development services.

Drawing from years of experience and industry insights, we deeply understand this industry and we look forward to working with your business.

For more details on our services and team, please **contact us**.

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