

# The Design and Development of Enterprise Partner and Support Portal

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## Abstract

Speed, collaboration and innovation are key and compelling differentiators in the present-day economy to keep pace with the dynamic market place. Enterprises that can effectively harness the e-marketplace through one, comprehensive information hub complimented with high flexibility and easy accessibility to internal and external stakeholders are best positioned for growth and success.

Addressing the diversity in information requirements across the enterprise is a central challenge in enterprise content management. Enterprise information portals (EIPs) hold promise in this regard, offering each user a gateway to customized and personalized content. In this paper, we propose a portals for partners of the enterprise which acts as a one stop shop for getting educate and awareness about the offerings of the company and also to have collaboration among the partners and support portal for customers of the enterprise for incident submission.

*Keywords: Collaboration, Enterprise information portal, Support portal, Incident submission.*

## 1. Introduction

The Enterprises or organization which are interested in stretching its arms or to who are interested to increase its market are needed to have a secure, proper and easy operational portal for both partner and customers.

Portals are the gateways that integrate the information from different sources in a single window and provide it to the end users. Portal implementation is a very intricate job as it requires a significant amount of resources and knowledge to invest. However portals have the ability to improve the status and ranking of an enterprise to the best of the partners and customer satisfaction.

Portals are ongoing projects and need modification time to time. Many researchers have risen up this issue and have expressed their views of portal implementation and proposed implementation models from different angles. This paper describes the partner portal which is a website or a portal based on Joomla (CMS), and this portal will be a secure and private site for only the partners of the company. Where by logging in the partner will have one stop shop to get educate and complete updates about the company offerings and also to have a collaboration and exchange of views among the partners and also with the Enterprise which creates a healthy environment among all the partners of the organization which in turn gives a feedback about the partners perspective and customers need which helps the enterprise to increase of their business.

Support portal is an application for only customers of the company for incident submission, where based on the user name entered in the support page application will invoke the correct Jira (bug tracking tool) link mapped for the user and authenticate for Jira access where they can submit the issue and that will be directed to the support team and get solved.

This paper consists of definition of partner portal, introduction to Joomla, proposed system architecture, overview of modules and then support portal overview is present along with difference between Jira and Mantis and finally the paper ends with advantages, conclusion and references.

## 2. Partner Portal

Portals enable e-business by providing a unified application access, information management and knowledge management both within enterprises, and between enterprises and their trading partners, channel partner and customers (GartnerGroup, 1998). From this definition, we can distinguish two types of corporate portals: extranet portals which provide depth content rather than breadth of content, offer special advantages for business-to-business, e-commerce because they can provide something closer to a solution; and enterprise intranet portals that support knowledge management and internal communications and they are emerging as home bases for employees. In this article, we will focus on the first type of portals-partner portal and support portal

One of the major differences between a traditional website and a portal resides in the fact that the portal is usually tailored according to the users' need. A portal is consequently, a single point of access to Internet resources, an integration platform focusing on unification oriented towards the business processes of the company. Therefore, portals synchronize knowledge and applications, creating a single view into the organization's intellectual capital. Here we suggest Joomla for portal development

## 3. Joomla

Joomla is an award-winning site development tool. It is free and open-source content management framework (CMS) for publishing web content. It is written using the PHP scripting language and uses MySQL as the database. Joomla can be used to develop a whole range of web applications. Joomla delivers a robust professional-level website empowered by many extensions suitable for both personal and business websites. Joomla is a content management system of choice for large corporate and small business who want a professional appeal of their website with easy deployment and use. Since Joomla Content Management System is licensed under an Open Source Software license, the General Public License (GNU) it's free of charge.

## 4. Partner Portal System Architecture

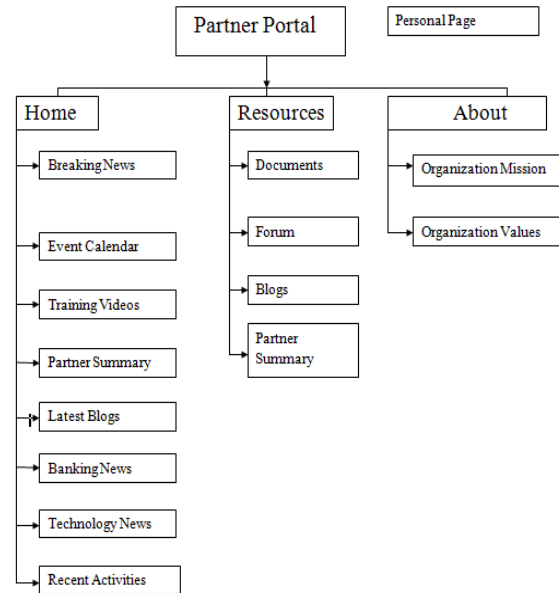


Fig 1: Partner portal system architecture.

## 5. Overview Of Modules

### 5.1 Home page:

It includes all the necessary general information for the partners

- **Banking news:** This module allows the displaying of a syndicated feed, that is the banking news sites URL will be embedded in this module to display the news the recent 3-4 will be made to be visible here.
- **Technology news:** This module allows the displaying of a syndicated feed, that is the Technology news feeding sites URL will be embedded in this module to display the news the recent 4 news will be made to be visible here.
- **Breaking news:** This module shows a list of the most recently published and current articles and these will be the news about the company.
- **Training videos:** This module displays the link to the videos that train about the product of the company. Here the training videos will be embedded in this module.
- **Event Calendar:** This module displays an event calendar where the events and the announcements will be specified here.

- *Partner summary:* this module extracts the partner information from the database. The administrator of the company will be able to see the form which includes the detail (Agreement details and Contact details) about the all the partners of the company.
- *Recent Activities:* This module will display all the recent activities that are done by partners through their personal page. This servers the main purpose of collaboration among the partners.

## 5.2 Resources:

- *Documents:* This module contains the documents about the product in pdf or word format will be present like user manual and partners will be able to download it. Only the administrator of the company will be able to upload the documents.
- *Forum:* It's a discussion board. where partner can post any questions about the product and get answer from the company person or any other partners can also involve in this discussion.
- *Blog:* here the partners can post there blogs which can be viewed by all the partners of the organization

**5.3 About Organization:** This module display the predefined articles

- *Organization Mission:* here the article about the mission of the company 'Organization Mission will be made to display here
- *Our Core Values:* here the article about the core values of the company 'Our Core Values' will be present.

## 5.4 Search Box:

A search box will be present in all the pages to aid the partner for searching.

## 5.5 Personal Page:

This module is made for social networking where the partner can add his profile photo, and get connected with other partners, post images, share blogs and videos. This module main aim is for collaboration among the partners of the company.

## 6. Support Portal

Support portal is a application for only customers of the company it's a secure company site for customers

who are using the products of the company for incident submission. Usually mantis is the tool (bug tracking tool) for incident submission in this paper we suggest jira (bug tracking tool) for incident submission by the customer due to its vast advantages.

## 7. Mantis V/S Jira

- Simple installers and web-based administration.
- Customizable workflows.
- Polished user experience

## 8. Jira

JIRA is a proprietary issue tracking product, developed by Atlassian, used for bug tracking, issue tracking and project management. Here Each customer will be supposed to use separate specific jira tool to submit their bug/incident. This leads to a maintenance problem for an organization since Each customer has to be given separate jira link and there is a need to keep track of multiple jira links as to know which jira is been used by which customer. Since each customer will be using different jira url the tedious url will be issued to the customer.

To overcome these difficulties the support portal is put forth. Here the users will be provided with the 2-way authentication. The users will be provided with single url (eg: www.companysite/support). First users need to enter their username based on which they will be mapped to correct jira link and they need to enter their password which leads to their jira home page where they are supposed to report the bug/incident which will be directed to the support team who are responsible to solve and return to them.

## 9. Advantage

In this section we summarize the advantage of partner and support portals.

- **Secure:** Each partners and customers will be provided with the username and password through which they can access the portal.
- **Easy for both customer and partner to get assistance about the companies offering:** since it acts like a hub which is integrated with all the necessary information which they are needed.

- Collaboration and exchange of views among Partners: by sharing blogs, photos, videos and using forum and involving in the discussion this creates a healthy environment among the partners and gives a feedback to an organization.
- Easy maintenance by the administrator

## 10. Conclusion

This paper describes enterprise partner portals seem to present the potential of providing organizations with a rich and complex shared information workspace for the generation, exchange, and use of knowledge. They synchronize knowledge and applications, creating a single view into the organization's intellectual capital. But developing portals and building the critical mass of users required to make them successful is not an easy task and support portal providing a easy way to access the jira and submit their bug/incident by having a clean url.

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