

# Case Study: Cable Service Provider's Web-Based Management System

## Overview

A major cable service corporation is principally involved in the development, management and operation of broadband cable networks and in the delivery of programming content. The corporation is represented to its millions of cable television and high-speed Internet customers by service providers at the local level.

## Challenge

The cable service corporation had developed an information management repository to maintain details about its business relationships with service partners and affiliates. Over time, the internal user community's needs were found to exceed the performance capabilities of the application. The corporation determined the overall application needed to be revamped so that functionality and the user interface could be enhanced.

## Requirements

The cable service corporation and its internal user community desired the new information management repository to include:

- Additional levels of security
- A restructured database
- Friendlier user interface
- Customized features
- Integration with other internal sources of data

The system needed to be simple and straightforward to use. It needed to be up and running quickly. The cable service corporation selected Onward Technologies to revamp the repository.

## Onward's Solution

Onward Technologies utilized a phased approach to respond to this cable service corporation's sensitivities and needs. Working methodically through design, development, testing, implementation and maintenance phases, Onward met the cable service corporation's objectives, delivering:

- Improved navigation and layout
- User-friendly environment for the application's internal user community
- Enhanced content management
- Expanded functionality, including the dynamic exchange of content
- Integration with other internal data sources

# Case Study: Cable Service Provider's Web-Based Management System

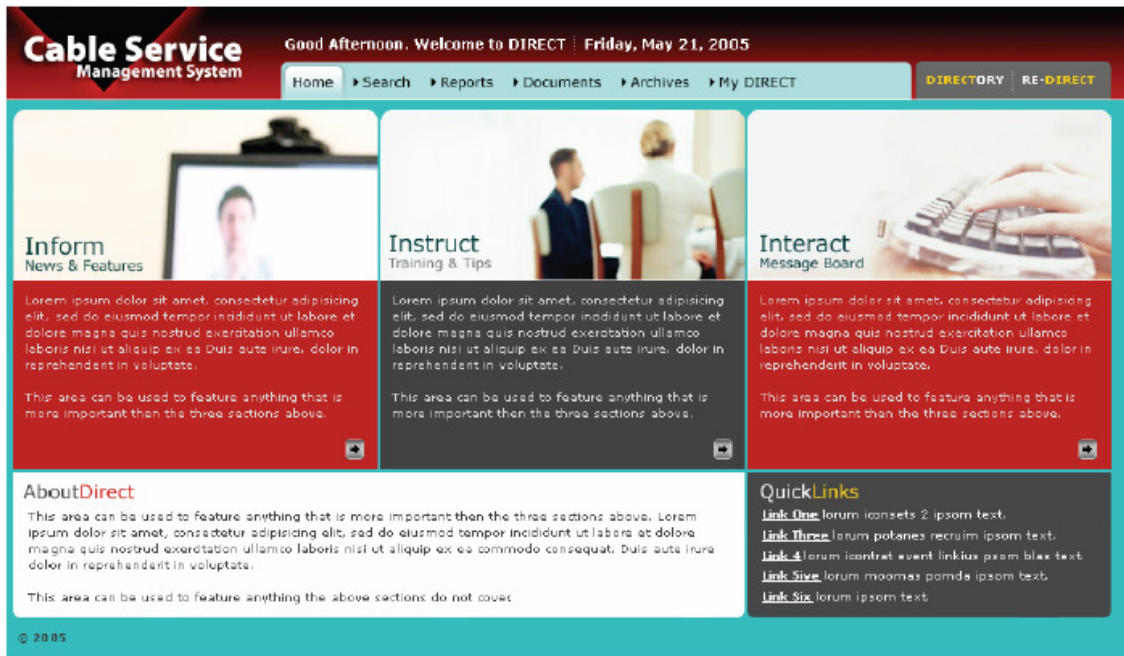


Figure 1. The redesigned Home page is clean and easy to navigate.

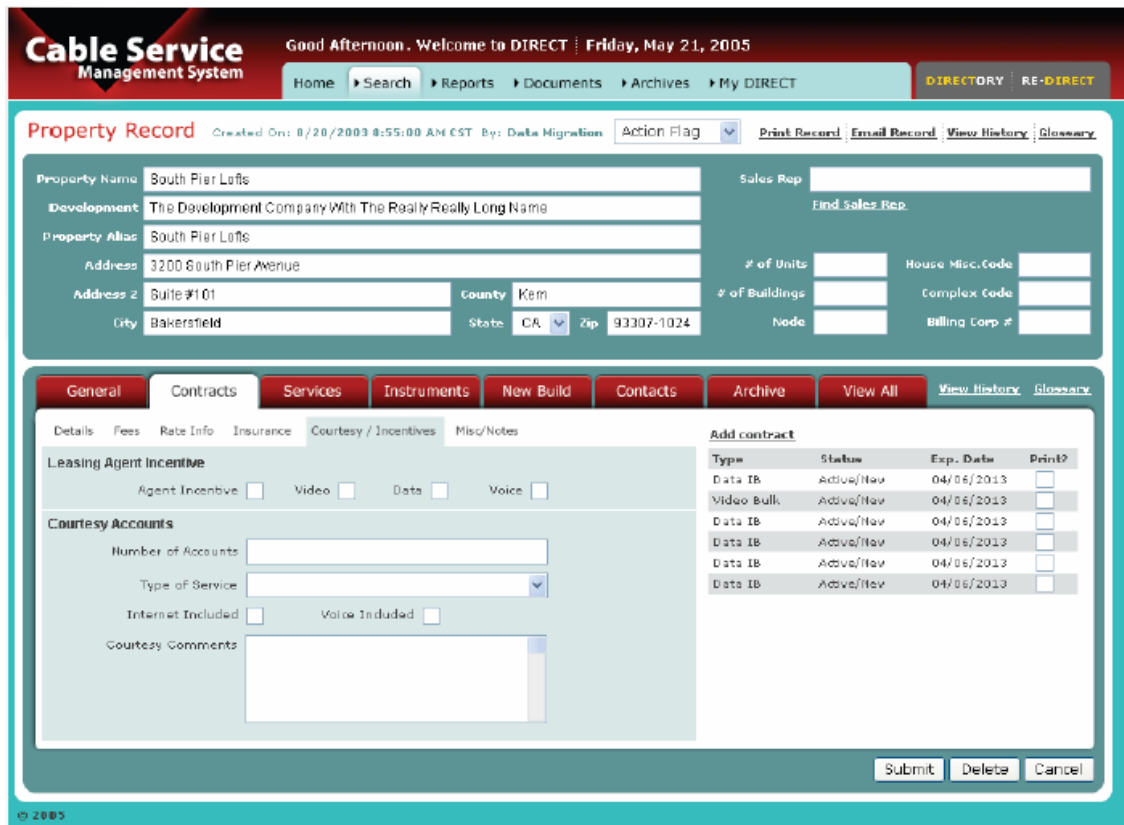


Figure 1. The redesigned property input makes entering and finding information simple.