

KNOWLEDGE PROCESS OUTSOURCING

Knowledge Process Outsourcing:

- Client had been one of the few research analysts who predicted the boom in Knowledge Process Outsourcing (KPO) sector when major companies in the U.S had been chanting the Business Process Outsourcing (BPO) mantra. He wanted to capitalize on his research and carve a niche in the KPO market. The developed E-Commerce solution is the brainchild of his and InfoSage's efforts
- In line with the rapidly changing technology scene then, InfoSage planned to use JSP web technology to develop the proposed E-commerce solution. JSP pages work perfectly on any platform and can be run on any web server or accessed from any web server. JSP technology also emphasizes the usage of reusable components, the core of our proposed solution. We based this solution on the Oracle 8i database
- Initially, one of the major tasks was to identify the different categories of users in our solution so that the reusable components can capture and display appropriate information to each category of users. Once this was decided upon, the rest of the project went smoothly
- Key features that have been addressed by the E-commerce solution include appropriate privileges to each category of users; efficient storage and retrieval of questions/answers/comments posted by each user category; and secure data access and privacy
- Financing module had to be added to this E-commerce solution. Since this line of business necessitated quick processing of money payments, accepting credit/debit card as a mode of payment had been ruled out. Instead, PayPal and Western Union modules had been integrated into the E-commerce solution which resulted in much faster processing of payments