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OPRO enterprise **case study series**

reaching organizational productivity goals
with **SaaS enabled OPRO solutions**

make **IT simple**

a study based on OPRO X Server driven
apartment management solution
for **Relocation Japan Ltd.**

SaaS (Software as a Service) is becoming a buzzword in the software technology. SaaS could be defined as software deployed as a hosted service accessed through Internet. This new software delivery model has revolutionized the IT industry. This article discusses the success story of Relocation Japan Ltd who benefited from a web service based apartment management solution spearheaded by OPRO X Server.

The old perceptions of software were that software incurred high costs which included heavy start up and licensing fees. The costs of IT infrastructure and the software maintenance also add up to the corporate IT budget. SaaS allows enterprises to set up IT solutions with lower expenses.

Advantages of SaaS include the lower IT infrastructure costs, lower start up fees, maintenance costs, high data security and easy expandability. Evolution of SaaS would deliver the benefits of IT to a wider range of customers. The SaaS delivery model involves web based storage facilities and hosted applications. Such applications are hosted in data centers which can fulfill high volume enterprise IT requirements. The SaaS users access these services on an on demand basis via internet.

Relocation Japan Ltd is a leading Japanese company providing life style support for their clients. Primary business function of the company is locating apartments for their clients. Let's know how their decision to use a solution based on SaaS architecture resulted in a significant improvement of their business process.
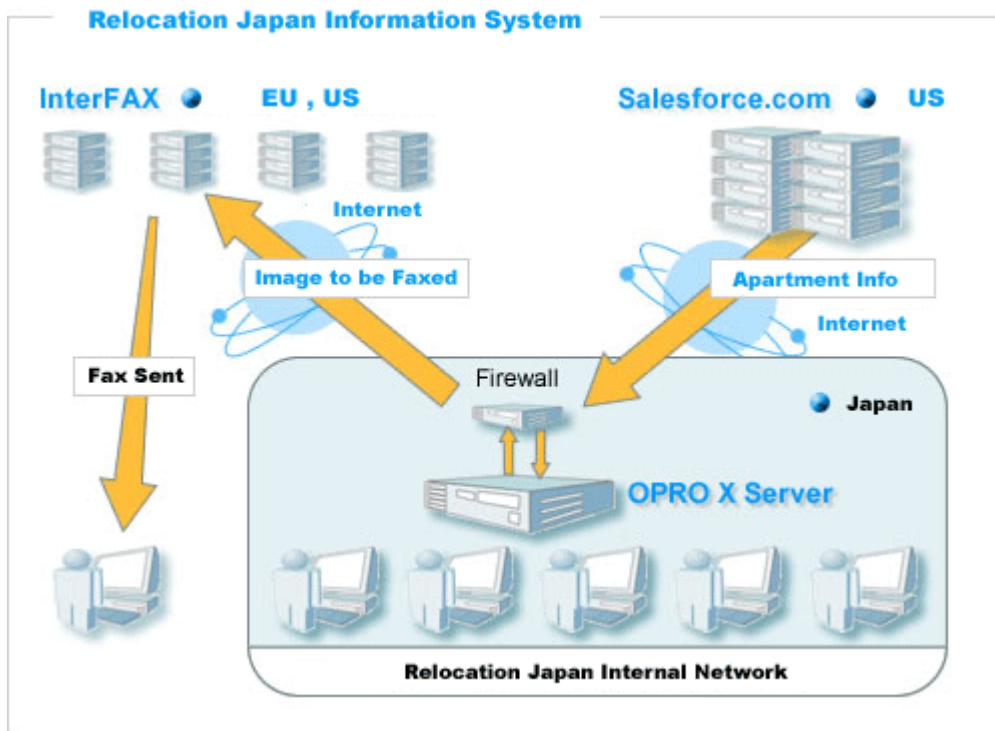
Relocation Japan's decision to use a solution based on SaaS architecture resulted in a significant improvement of their business process.

Before automation their work load, locating apartments for their clients was done manually. The manual process was not efficient and the company was unable to respond immediately to customer queries. The key objective of the development of apartment rental solution was to accelerate the reporting flow and to minimize human errors through a web based solution. Managing director of Relocation Japan Ltd opted for a solution based on leading online CRM service provider Salesforce.com.

The new system stored apartment information in Salesforce.com. Data were keyed in by sales staff of Relocation Japan using a web interface. Images and other data were stored in another web server. OPRO X Server was used to generate the final output – the apartment information report by integrating the data derived from Salesforce.com and other data sources. The report created by OPRO X Server was sent to InterFAX through a web service. InterFAX, the market leader in internet based faxing, transmitted the faxes to the clients of the company. The new Information System allowed the customers to receive information about the vacant apartments to their fax machines. The faxes included floor plans of the houses and other information about the apartments. The new system created a new business process which let the Relocation Japan executives to provide information to their clients in a quick, hassle free manner. The new process resulted in improved sales and created a better customer impression.

The API support for OPRO X Server enabled the software architects to design and implement a web based solution which relied on web services provided by other parties such as Salesforce.com and InterFAX. In addition it allowed the developers extend the functionalities of OPRO X Server in to an internet based business environment. OPRO X Server centralized the features of US based Salesforce.com and EU based InterFAX to provide real estate services for the customers of Japan. XML capabilities of OPRO X Server would be a clear advantage in the SaaS world which relies heavily on platform independent XML content. The ability to generate popular formats such as PDF and HTML would make the outputs generated by these web services accessible on any platforms.

Data Flow of **Apartment Management Solution**

The apartment rental system developed for Relocation Japan proves that OPRO X Server could also be used to implement web service based IT solutions. Relocation Japan has tremendously benefited from OPRO X Server based apartment management solution. The enterprise friendly features of OPRO X Server would accelerate their journey towards success. New solution allowed them to achieve business process excellence and operational integrity within a limited time span.

"We make Information Technology simple!"

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