

FASTER, BETTER & Smarter

The power to build Java Enterprise Solutions



Customer

Tune2big.com

Project

**Tune2big.com
BIG Shot Portal**



ARAHE SOLUTIONS SDN BHD

Suite B-09-01, Plaza Mont Kiara,
2 Jalan Kiara, Mont Kiara,
50480 Kuala Lumpur, Malaysia.

Tel: +603 6201 8315
Fax: +603 6201 8325
Email : info@arahe.com
Website : www.arahe.com

Business

“BIG” is a global loyalty program where you can earn loyalty points (“BIGGIES”) with the world’s best low-cost airline; AirAsia and partners worldwide. This program is a collaboration between Tune Money and AirAsia. In Malaysia, BIG Card doubles as a prepaid payment card where you can reload cash and spend at all VISA accepted merchants worldwide and BIG Partners.

Requirements

- Build a secured and seamless financial portal that can handle global customers from more than 150 countries to apply for Prepaid Card and Loyalty Card.
- Built-in business process flow to migrate card holder from existing legacy system to the new BIG Portal.
- Integration with multiple host systems to provide services for customer to perform online services such as card reload, online statement enquiry, manage BIGGIES and shopping.
- Administration feature for Customer Service to impersonate customer details to improve customer service experience.
- Allow users to manage, aggregate and publish contents to the portal for customer to retrieve valuable and relevant information.

Solution & Technologies

Tune2big BIG Shot Portal is a financial service portal using Liferay Portal Enterprise Edition. Liferay Portal is an open source enterprise portal solution using Java technology which offers integrated web publishing and content management.

The available features are:

- Liferay Portal: It is a unified web interface that provides access to contents and applications.
- Liferay Content Management System and Web Management System: It lets users manage and aggregate contents in the portal. WYSIWYG editor is available for users to create or edit contents easily. Structure and templates are created for users not skilled with HTML or CSS to enter content.

There are several technologies that have been applied to develop custom application:

- ZK (Ajax framework) – provides a rich user interface experience
- Spring – provides a lightweight solution for building enterprise ready applications, while still supporting the possibility of using declarative transaction management , remote access to your logic using RMI or web services, and various options for database persistence
- Hibernate – A powerful, high performance object/relational persistence and query services. Hibernate lets you develop persistent classes following object-oriented concept.
- Quartz Scheduler – Scheduling mechanism based on RMI architecture
- Apache Axis – XML based Web service framework

Results

- Since the soft launch in October 2011, BIG has received 65,000 applications from 150 countries.
- BIG provides a one stop self-service solution for customer. From performing card application to card reload, online statement enquiry and manage BIGGIES.
- BIG Portal delivers a powerful set of features for users to aggregate contents and applications to the portal rapidly for customer to retrieve valuable and relevant information.