

TELUS Mobility TeamCards System

PROJECT BRIEF



CLIENT PROFILE

TELUS Mobility, a business unit of TELUS Corporation, provides wireless voice, data and Internet services to several million Canadian business and consumer clients via two state-of-the-art digital wireless networks: PCS and Mike.

BACKGROUND

For years, TELUS Mobility had employed an online corporate directory, known as TeamCards, to provide quick access to key contact information for all TELUS Mobility team members. TeamCards consisted of:

- A web-based version, available through the TELUS Mobility intranet;
- A WAP version, available to team members with data-enabled WAP compatible handsets;
- A yet-to-be-released version for RIM Blackberry devices; and
- A desktop version that stored data locally and provided access to the corporate directory whether or not the user was connected to the network.

BUSINESS CHALLENGE

Although a progressive and highly in-demand tool, several TeamCards drawbacks were identified in 2004 that needed to be addressed:

- Reliance on an application-specific database introduced integrity and reconciliation issues with the new corporate employee data store.

- Application development had been performed using tools such as Delphi and Interbase, which were no longer compliant with TELUS Mobility's technology environment and could result in future maintenance and support issues.
- From an architectural perspective, the only sharing of common components was the database. As the data access and business rules were implemented independently in all four TeamCards client applications, this also had the potential for consistency issues in the future, as well as increased maintenance and support costs.
- The desktop version of the application was considered a security risk, as anyone with a copy on their laptop had a complete copy of the corporate directory including all position, hierarchy and contact information.

TELUS Mobility desired upgrade of the TeamCards system to:

- Use the central Team Member Data Store as the only data source.
- Conform to current corporate technology standards.
- Ensure reusability of the business layer for all presentation requirements.
- Provide web, WAP and RIM Blackberry client presentation versions.
- Cease use of a local copy of the corporate directory.

PARTNERING FOR SUCCESS

The TeamCards initiative gained high profile status and needed to be addressed in a short time-frame. TELUS Mobility desired partnering with someone who could provide architectural and team leadership skills to a hybrid team that would consist of technologists from TELUS Mobility, as well as from the selected partner.

Continued on Reverse...



*Regarding the new
Blackberry interface...*

**"It looks great and is
very easy to use."**

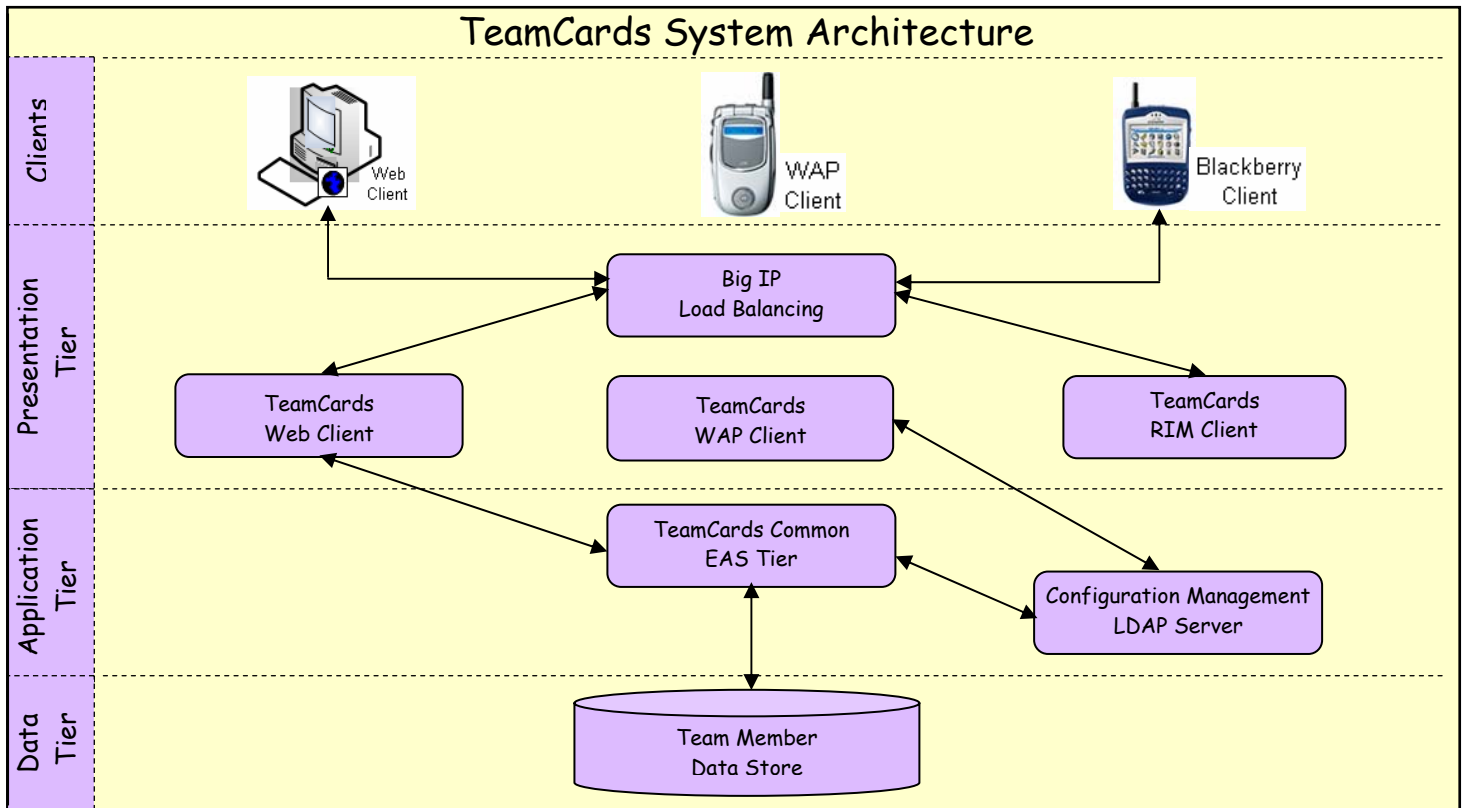
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PROJECT BRIEF
(CONTINUED)



Trigon was selected as TELUS Mobility's partner for this high profile initiative, having recently demonstrated sound leadership skills, technical proficiency, and timely delivery capabilities on other challenging projects for the firm.

MEETING THE CHALLENGE

In addition to providing a talented Team Lead for the project, skilled Trigon resources architected the new system, designed and developed the Blackberry and WAP client application components, designed the web application component and contributed to development of the EAS tier.

RESULTS

Ninety-days following project start, TELUS Mobility launched TeamCards Version 2.0, providing the following features:

- Use of a central, common data store as the source of team member information;
- Conformance to current TELUS Mobility technology standards;
- A reusable business layer servicing all presentation requirements;
- Web, WAP and Blackberry client presentation versions; and
- Discontinued provisioning of a local copy of the corporate directory.

As well, an already successful relationship between TELUS Mobility and Trigon was further strengthened.

ABOUT TRIGON

Trigon Computer Solutions Ltd. is an information technology solutions provider, delivering advanced e-Business products and services to the communications industry.

For more information about Trigon's ability to provide web-based application development and systems integration solutions to your company, contact Trigon at (905) 470-4044 or sales@trigon.ca.

