

ConnexOntario Web Application

Case Study

Business Situation

Operators at the ConnexOntario call center were increasingly burdened with requests for mental health and addiction program information by Ontario residents and program changes by treatment staff. Information look-up calls from treatment staff from 1000 sites throughout Ontario, in addition to Ontario residents requiring treatment from 5000 programs were increasing the hold times for callers. Additionally, no information change request approval process or tracking system was available.

Technical Situation

A primary goal of ConnexOntario was to protect their network in such a way that would enable Connex to operate their business while still satisfying the requirements of securing treatment information. To be successful, any additions to the underlying Oracle 9i data model could not affect the existing Oracle Forms application. Furthermore, remotely located addiction program treatment centers would access the system through low speed connections.

Solution

Working closely with the client, IES Group delivered over 1,000 hours of programming and design services while providing daily updates to the client on project progress. A short secondary development phase followed with client testing and additional features being added throughout the process as the client realized the potential of the application and the flexibility with which ConnexOntario could implement new ideas.

IES Group's eConnect software is comprised of Microsoft.Net, Ajax, and Oracle 9i technologies.

eConnect's portal style architecture provides users with a change history of each information field, an associated "Help" icon, and based on their security rights, the ability to make information change requests. Administrators of the system associate Change Management Users with a defined group of sites to manage site change requests. Each Change Management Users has a Change Request Inbox that serves as a queue for all change requests from users under their scope of control. Change Management Users can Approve, Approve w/ Correction, Deny or Deny w/ Reason. Each change is logged with a Date Time, User stamp that can be viewed like a story board for each field in the system.



Key Benefits

- *The automated system reduced paper based change requests, telephone communications and emails*
- *Increased call center efficiency and decreased call center wait & hold times*
- *Provided a central collaboration space for all parties involved*
- *eConnect success allowed ConnexOntario to expand*

Why IES Group?

IES Group has over a decade of experience implementing complex software modeling & reporting systems empowering quick real-time information based decisions.

IES GROUP



At a Glance

- *Significantly reduces errors and maintenance cost*
- *Enables the information source to make changes and removes the middle-man*

