## Charter Global

# CASE STUDY - Custom Application Development & Skilled Resources
## Managed Mobility Services Provider

# Custom mobile applications created by Charter Global helped the client meet its tight turnaround time and provide a quality customer experience.
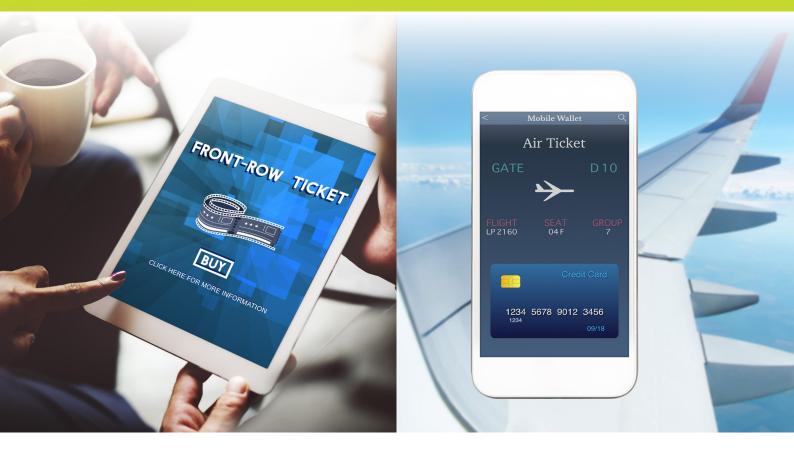
## About the Client

This global client is a leading provider of Managed Mobility Services (MMS) and Mobility-as-a-Service at an enterprise level. The client provides acquisition, provision, delivery, and support to IT, as well as process management systems running on smart phones, tablets, and desktops.

### The Challenge

The client had two very large web application development projects running simultaneously – one for a major theatre company, and the other for a large airline carrier. The projects were on an extremely tight turnaround, and each required extensive technical knowledge of responsive mobile web design.

Custom applications were required which would be rendered on a variety of devices, including desktop and handheld, from a range of hardware and software manufacturers. In addition, the applications would require secure transfer of sensitive data including financial information.
The client did not have adequate staffing resources in house to complete the projects within the required timeframe.

## Solution

A highly optimized mobile application was created for the theatre company. The solution enabled users to search and select movies, view show times, select seating, and make payments – all on a handheld device. Tickets were delivered instantly through a QR code or via SMS to the customer's device. Once at the theatre, customers gained entry simply by swiping their coded ticket at the swiping stations.

For the large airline carrier, Charter Global developed a mobile airline travel booking application. Users could search and select flights with single or multiple legs, choose their preferred seating, modify the date and time of their journey, and view live schedules of arrival and departure times of any aircraft, all from their smart phone.

## Results

The custom mobile applications created by Charter Global developers enabled the client to provide its customers with the functionality of a desktop website, but with the convenience of a hand-held device. Both applications provided customers with easy-to-use features such as editing, updating, or cancelling ticket purchases after confirmation.

Behind the scenes, the applications provided auto-detection of the users' time zone, language preference stored in the system memory, an alternate language function, and implementation of context-aware services that enhanced the experience by enabling users to search for nearby merchant shops. The unique mobile applications created by Charter Global allowed the client to meet its tight turnaround time and provide a quality customer experience.

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**Why Charter Global?**

- Broad range of technology solutions across multiple platforms

- Expertise in multiple mobile application development platforms, including iOS, Android, Windows, Blackberry, and HTML5 for mobile

- Multiple IT certifications, including CMMI Level 3, PCI, Microsoft Certified Partner, Oracle Gold Partner, and SAP Edge Partner

- Specialized experience in cloud technologies, open source, DevOps, mobility, ecommerce, and custom application development

- More than 850 IT professionals, delivering the right technology solutions across multiple platforms

- Experience working with Fortune 1000 companies, with a track record of increasing efficiency with rapid ramp up, scalable resources, and shorter implementation timelines

- Scalable, global delivery model, providing resource flexibility and cost advantages

## About Charter Global

Charter Global drives innovation in IT projects and business operations by defining strategy and providing consulting, digital solutions, custom development, and skilled resources. With an established customer base of Fortune 1000 industry leaders and over 100 successful project implementations, our experience and proven methodologies enable our professionals to deliver industry leading solutions in cloud technologies, open source, DevOps, mobility, CRM, ecommerce, SAP, and Oracle JD Edwards platforms.

- Founded in 1994
- Headquarters in Atlanta, GA, and 3 development centers in India
- IT certifications: CMMI Level 3, PCI, MS Certified Partner, Oracle Gold Partner, and SAP Edge Partner
- A team of over 850 professionals
- Specialize in cloud technologies, open source, DevOps, mobility, ecommerce, and custom application development

- Expertise in SAP Hana Cloud Platform, SAP Hybris, Oracle Mobile Cloud Service, and Oracle JD Edwards Established
- Vertical experience in telecom, healthcare, media /entertainment, airlines, finance, energy, retail, and hospitality
- Active database of nearly 2M consultants with 30,000 on demand
- 100+ full-time staff recruiters supporting clients globally