

# OWB (Operations Workbench)

## Developed and Maintained a Comprehensive Project Management Web Application

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### Overview

**Use Case 1:** Corporate clients required a robust solution to manage the allocation of employees across multiple projects, ensuring optimal resource utilization and project tracking.

**Use Case 2:** Clients also needed a streamlined timesheet submission and approval process to enhance billing accuracy and simplify employee activity tracking.

### Business Context

Our customer sought a partner who could develop and maintain a sophisticated web application to address the challenges of project management and resource allocation. The goal was to create a solution that could manage employee assignments, track project progress, and automate timesheet submissions and approvals, ultimately improving billing accuracy and decision-making.

### Solution

Softserve Global developed "Operations Workbench," a web application featuring:

1. **Allocation Module:** This module enabled the assignment of employees to multiple projects with various roles and allocation percentages.
2. **Timesheets Module:** This module allowed employees to submit weekly timesheets, which were then approved by managers for billing purposes.
3. **User Management:** Contributed to the development of functionalities for user management, role-based access control, and authentication mechanisms.
4. **Approval Workflows:** Integrated approval workflows for timesheets, projects, and other processes within the application.
5. **Performance Optimization:** Participated in code reviews, bug fixes, and performance optimizations to ensure a reliable and efficient system.

### Tools and Technologies

- React, ASP.NET Core Web API, SQL Server, OData, Material UI.

## **Business Benefits**

- Streamlined resource allocation and project tracking capabilities improved overall project management efficiency.
- Automated timesheet submission and approval processes reduced errors and ensured accurate billing.
- Real-time insights into project status and employee activity facilitated better decision-making and planning.
- Simplified workflows and automated processes allowed employees to focus on core tasks, enhancing productivity.
- Intuitive user interface and robust functionalities resulted in higher satisfaction among corporate clients and their employees.
- The integration of various modules and workflows into a single application optimized operations and reduced administrative overhead.

## **About Softserve Global**

At Softserve Global, we offer Application Outsourcing Services, enabling our esteemed customers to garner higher and enhanced business value. Our approach is tuned towards ensuring greater operational superiority and strategic differentiation, thereby making our client's business a lot more competitive. We are at the cutting edge of key technology such as Cloud Computing, Application Modernization and Agility and are transforming our client's IT environments to leverage these next-generation technologies, across their businesses.