IDEAAA

Mexico City International Airport (AICM) is Latin America's largest and busiest airport offering direct flights to more than 100 destinations worldwide. In 2007, the airport served 25.9 million passengers. IDEAAA provides IT services and solutions to Custom Brokers at AICM.

ABOUT IDEAAA

IDEAAA, S.C. provides legal assistance, technical support, internet service, and soft-ware development to the Custom Brokers at the International Airport of Mexico City (AICM).

BACKGROUND

In the past, the requests of services from the Custom Brokers of AICM were processed without any formal way to monitor the time of response, the quality of the service, nor the customer satisfaction.

To solve this problem, IDEAAA came up with the idea of Ticket Manager.

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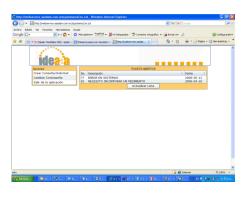
The Ticket Manager System will generate tickets upon Custom Brokers' requests. These requests could be questions or technical supports. The tickets will be stored in a repository and then, assigned to the department which is responsible for resolving this request.

Once a ticket is generated, the department in charge and the Custom Broker can interact with each other and share files and information via the system.
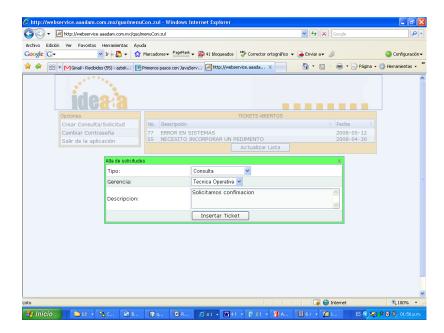
THE CHALLENGE

One of the biggest challenges for this project was the schedule. Everything has to be ready within one month, such as file upload, download, login, validation, database access, Web UI, and so on.

WHY ZK

IDEAAA had been considered Java Server Faces and ZK as options. They choose ZK for its capability, usability, and ease of customization.

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In addition, the upload and the download of files were very easy to implement." Moreover, it is really convenient to create and customize components in the XHTML way in ZUL pages.

From IDEAAA's experience, it was really easy to integrate ZK with other frameworks. That is why they adopt "ZK+ JavaBean + Hibernate" structure.

The multilingual support for error messages also helped a lot since this application is used locally in Mexico.

THE VALUE

This Ticket Manager System reduces the time of response, increases the productivity and brings a better management of the resources assigned to each request. ZK made it possible to achieve this with very short develop lead time and very high satisfaction.

The project began on April 25th '08, and the functional prototype was presented on May 9th to the company managers obtaining a great response. They were very impressed with both the user interface and its functionality.

They gave all the support to this project and also, they gave the instruction to all the development team to evaluate ZK as the first option in the next Web projects.

About ZK

Potix Corporation develops and supports ZK, the #1 Ajax solution on SourceForge.net, the world's largest open source host. ZK has more than 1,500,000 downloads since its first release in late 2005. ZK is deployed by a large number of Fortune Global 500 companies, including Deutsche Bank, Barclays, Sony, Sun Microsystems and Toyota, providing them with the ability to rapidly create rich Ajax enterprise level applications.

Contact us

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