



Case Study: Membership Administration System

"SolveIT InfoTech is awesome! We had a grand experience working with their skilled and friendly staff. Their customer service orientated team showed tenacity and courtesy whenever a problem arose and tackled issues with timely gusto. Communication was always excellent and at every stage we were made to feel like we were in the best of hands. Our project has turned out better than expected, thank you so much SolveIT"

Jacob Ipsen
CEO, NextGen

Summary: A Membership Administration System was required for handling memberships, members, cards, card design templates and also to provide tools for designing the card templates.

Solution: A fully functional Management Administration System was designed to fulfil clients requirements. The system consisted of five modules to provide all the functionalities needed to operationalise clients requirements namely Manage Clients & Users, Manage memberships, Manage members, Manage cards, Card template design, and Card printing.

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1 Introduction

1.1 Client Introduction

The Client is a renowned software firm based in Denmark, recognized for its proprietary software products. They have been implementing their software across variety of industries since a decade now. They have made a name for themselves in retail stores POS Software and boost of installing their software in more than seven hundred stores all across Europe.

1.2 Project Introduction

The project under discussion was meant to create a full functional Administration System for handling memberships, members, cards, card design templates and some additional information as well.

2 Requirement

The main requirement of the client was to develop a content management system, whose front end i.e. the website facilitated creation of memberships data. Under each membership category, several members could be added. Each member could design and print several cards. Also each member could create card templates for printing cards of their members. In case if card is stolen or lost he can re-issue new card to that particular member.

3 Features & Benefits

Using this system the client can easily create card templates and he can print cards of a number of members simultaneously. Website is implemented in multi-language format so that client can choose the language he would prefer to work with.

System has mainly 5 Modules

1. Manage Clients & Users
2. Manage memberships
3. Manage members
4. Manage cards
5. Card template design
6. Card printing

3.1 Manage Clients & Users

Features of “Manage Clients & Users” module of Membership Administration System are listed below.

#	Feature	Description
1	Main Clients	Main client users can create new normal clients as well as main clients. They can manage (add, edit, delete) users working for them.
2	Normal Clients	They cannot create new clients under them. They can manage (add, edit, delete) users working for them
3	Admin Users	Admin users can manage their profile as well as other users’ profiles. They can manage memberships, members and cards. Also they can design cards.
4	Non-Admin Users	Non-Admin users can manage their profile only. They can manage memberships, members and cards. Also they can design cards.

3.2 Manage Memberships

Features of “Manage Memberships” module of Membership Administration System are listed below.

#	Feature	Description
1	Manage Memberships	All admin and non-admin users of the system can manage (add, edit, delete) memberships for their clients. Memberships have fixed durations like 1 year or 6 months etc.

3.3 Manage Members

Features of “Manage Members” module of Membership Administration System are listed below.

#	Feature	Description
1	Manage Members	All admin and non-admin users of the system can manage (add, edit, delete) members for their clients. Members are Membership specific. Members’ information is used while printing card for them.

3.4 Manage Cards

Features of "Manage Cards" module of Membership Administration System are listed below.

#	Feature	Description
1	Manage Cards	All admin and non-admin users of the system can manage (add, edit, delete) cards for their members. There can be only one card activated per member. If a card is lost, stolen or expired, a new card is issued to that member.

3.5 Card Template Design

Features of "Card Template Design" module of Management Administration System are listed below.

#	Feature	Description
1	Card Template Design	Any user of the system can design card templates and manage (add, edit, delete) them for his/her client. It is card design tool which provides facilities to design a card. During card design user can add dynamic fields like member name, member email, member mobile no. which will be filled while printing card of that particular member. Also user can add panel, text, image, background color, element color during card design and can drag drop them within card area and can resize the elements as well. Card design tool supports card design on both sides of the card.

3.6 Card Printing

Features of "Card Template Design" module of Management Administration System are listed below.

#	Feature	Description
1	Card Printing	It is separate application built only for card printing purpose. Depend upon client's selection it is displaying related memberships and templates. After selection of membership, it gives choice to select related members. Finally from members' and template's selection it is printing cards for those members.

4 Challenges

- Deep level of client side scripting is used to create card design tool
- Complex operations to manage both sides of card, saving their elements and retrieving all elements' positions during card edit
- Complex logic to obtain card elements' and their positions' detail in the card printing desktop application so that it must look same as it is designed in the web application.
- Manage dynamic fields of the card under different member name, member email etc. for each card during card printing

5 Technology Statistics

Database Server	MS SQL Server 2008 Enterprise Edition
Application Server	Windows 2003 Enterprise Edition and above
Web Server	IIS 6.0 or higher
Application Scripting	JavaScript
Web Languages	ASP.NET with (VB.NET)
Windows Application	VB.Net
Development IDE	MS Visual Studio.Net 2008
Browser	Internet Explorer 6.0 and above , Firefox

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