

## ENHANCING THE LIBRARY SYSTEMS SUITE OF PRODUCTS FOR A FORTUNE 500 COMPANY



Industry: Manufacturing

## Customer Profile

The client is a North American diversified technology company serving customers and communities with innovative products and services. Each of their businesses has earned leading global market positions. Their brand is recognized and trusted around the globe.

## Client Situation

Business need to add more state-of-the-art functionalities to the existing library system suite of products and provide the end customers more value for their money. While providing the additional functionalities, automate as much as possible to realize the dream of self-service kiosks and sort the checked-in books automatically and send them to respective sections with no manual intervention

## Congruent's Solution

Congruent developed a RFID-based tracking solution, that will detect the check-in of books by the patrons and update the inventory and lending history records. Also the system will aid transferring the books to the relevant sections through conveyors. Congruent developed a user intuitive, touch screen interface which the patrons use to check-in. The patrons could get a printed acknowledgement slips too. Congruent also developed a wizard based deployment system that solved most deployment bottlenecks of the existing system

## Key Challenges

- Controlling the versions of the system using Installshield
- Worked with COM components of HitachiOPC and SchneiderPLC
- Using State machine Architecture for handling the Patron Sessions effectively
- Worked with barcode reader, RFID reader and high-speed thermal POS receipt printer

## Benefits

- Additional functionalities provided the end customers more value for their money
- Self-service Kiosks realized the client's objective of unmanned booths.
- Automation at sorting and segregating sections
- Improved patron satisfaction through high availability, intuitive, self-service touch screen interface
- Less time spent tackling deployment problems

## Technology Used

- Microsoft .NET Framework 2.0
- ASPX Web Service
- Installshield
- HitachiOPC
- SchneiderPLC

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