



## KEY FEATURES

- » Customizable, client-branded front-end design
- » Increased efficiency
- » Full integration support
- » Customizable back-end functionality
- » Code development
- » Code testing
- » Code implementation
- » Supply Chain Consulting
- » Seamless integration with DEX supply chain modules
  - Integration
  - Returns
  - Repair
  - Warehouse
- » Standalone custom web portals available

## DEX PORTAL DESIGN AND DEVELOPMENT

*DEX Systems designs, produces and delivers custom web portals, which incorporate each clients' specific functional requirements and can prominently feature the clients' brands. These custom portals have delivered outstanding results for many DEX clients. DEX internal prototyping experts can create and demonstrate a model of a web portal for your specific requirements.*

### DEX Portals Overview

DEX Portals is a web front-end design and development capability offered by DEX Systems, the IT solutions division of DEX. Using knowledge DEX has gained through more than ten years of creative web application and portal development experience, DEX Systems will design and build intuitive and robust web portal user interfaces to Oracle. These custom web portals provide users with anytime, anywhere access to the DEX Integration, Returns, Repair, and Warehouse modules. Standalone web portals to other applications or databases can also be provided.

### DEX Portals

DEX Systems can design custom web portals for a wide variety of order entry, order tracking, RMA returns management, and other supply chain functions. Examples of custom web portals DEX Systems has created and implemented for its clients include:

- » A warranty verification and return authorization portal for a major computer retailer. Consumers enter a warranty repair request from their home PC via this custom web portal. Upon validation of the warranty, the consumer receives a return authorization via e-mail or through the portal.
- » An equipment and parts ordering web portal for a large government contractor. The custom portal is deployed throughout a branch of the US military. Authorized members of this military service can log into this portal to order PCs, accessories, and spare parts through the government contractor.
- » A warranty exchange authorization portal for a multi-national medical equipment company. This custom portal contains several different screens, including: A screen to search for items by warranty status; a screen to view the details of a specific item in the warranty process, a screen to authorize a warranty replacement, and a screen displaying statistical details about the warranty authorization process.
- » A repair order-tracking portal for a major consumer electronics retailer. This well-known consumer electronics company uses a custom web portal created by DEX Systems to track the status of repairs on products it has returned to its contract repair vendor. In addition to repair information, the portal also displays information about when and how the item was shipped back to the retailer.

Each of these portals is customized to prominently display the company's logo. In the case of the government contractor, the contractor's logo and the military service logo are both displayed on the portal.

Below are just a few examples of additional web portal screens DEX Systems has created for other DEX clients:

Figure 1: Replacement request portal example

ID	Order #	Service Type	Type of Commodity	Order Date	Ship Date	Current Status	NCIS	Replacement Status	DOA	Remedy #	Serial #	Asset #	Cust Part	Error Code	Comments
2132737		PARTS REPLACEMENT	TABLET	07/03/2008		UNPROCESSED - UNABLE TO CREATE SALES ORDER	NO	NO	NO	0900	89780		T420X-ACCESSORY-ANT	8769	8769-LX-MSD
2132734	40203	PARTS REPLACEMENT	TABLET	07/03/2008		PENDING	NO	NO	NO	8624	436416	4366	T4210	740578	740578-85177R
2132726		PARTS REPLACEMENT	TABLET	07/03/2008		UNPROCESSED - UNABLE TO CREATE SALES ORDER	NO	NO	NO	8667	8647	867	T420X-ACCESSORY-ANT	8547	8547-2667R
2132728		PARTS REPLACEMENT	TABLET	07/03/2008		UNPROCESSED - UNABLE TO CREATE SALES ORDER	NO	NO	NO	8674	84786		T4220	87846	87846-878887
2132731		PARTS REPLACEMENT	TABLET	07/03/2008		UNPROCESSED - UNABLE TO CREATE SALES ORDER	NO	NO	NO	FA5D	A3DFA8	AD7	T4220	482884	482884-D9F60P

Figure 2: Replacement summary portal example

Figure 3: Sample of call center request activity portal

**Consistent Process**

DEX Systems, the IT solutions division of DEX, was created to respond to real world problems in IT business processes. To address those issues, DEX Systems developed application solutions that specifically address areas not handled by Oracle applications. As a result, DEX Systems is now able to provide software solutions – including custom web portals – that have been developed, tested, and used in support of hundreds of clients worldwide. Our clients have the ability to select one or multiple modules based on their unique needs, enjoying “best in class” software solutions for all of their business requirements.

**DEX Systems – Your Complete Solution**

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