

## Portal Maintenance and integration of new features and functionalities



### Comcate

Comcate was founded in 2000, with the help of retired city managers and Silicon Valley technologists who had a vision for improved workflows and greater efficiencies within public agencies.

### Business Problem

Comcate through its web portal connects public agencies with their customers and enable them to improve their services. For running its day to day operations smoothly it required:

- Ongoing maintenance of all three portals (admin, agencies, & citizens), including portal for 300+ public agencies
- Adding new features & functionalities to the portals as demand arises, which can be specific to an agency or common for all

### Trantor solution

Our experts help client to run its government agencies portal smoothly as well as upgrade it as the need arises

- Used PHP Slim Framework to develop REST API for Android/IOS application
- Used token-based authentication for securing Rest APIs and session-based authentication for securing Admin and Representative portal
- Applied RBAC(Role-Based-Access-Control) for different type of users
- Implemented HTTPS TLS 1.1 version
- Postman to check API request and response
- Performance test using JMeter to check response time of APIs for 1000 consecutive calls
- Load testing on API's to check break point
- Integrated CyberSource payment gateway to simplify customer transactions
- Implemented new features like "Delete Agency" feature, "Fee Tracker" and "Dynamic Reporting"

### Project Goal

Maintaining multiple modules of client's web portal for different users (admin, agencies, and citizens) and developing unique web features for agencies.

### Overall Outcome

- Improved work flexibility
- Improved customer experience
- Reduced maintenance time & cost

### Technologies used

- REST APIs
- Php
- MySQL
- AWS (S3, EC2, RDS)
- GIT

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*"Trantor team took the time and effort to understand our processes. They were able to map their industry knowledge to our specific requirements and came up with a solution that has been instrumental in transforming our Sales Operations"*

- VP, IT and Technology

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### About Trantor

Trantor delivers innovative technology solutions, which enable our clients to achieve their business objectives at reduced cost. With expertise in both Cloud-based and traditional applications, we understand all aspects and challenges of software development from product and feature definition to core product development and QA, deployment, and ongoing maintenance. Our deep experience in fintech, ecommerce, captive centers, and custom software development is unparalleled.

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