

user friendly business apps 4 desktop + web

Matthias Zimmermann, Jochen Krause
29 March, Eclipse Con 2012

BSI Business Systems Integration AG

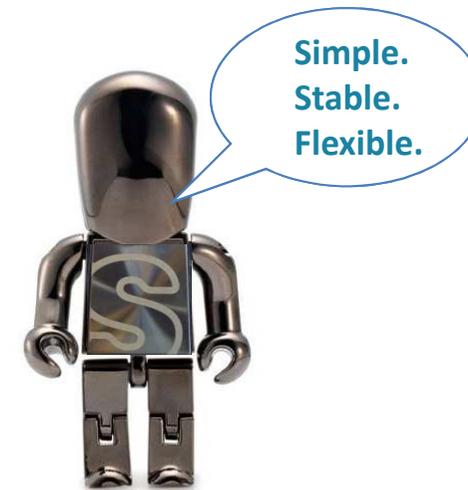
RAP
Rich Ajax Platform



Two years ago



- User friendly CRM desktop solution
- CRM platform based on Scout framework
- Platform simple to extend / integrate
- Good running business
- Scout going Eclipse



Simple.
Stable.
Flexible.

Eclipse Scout

One year ago



Web based/mobile → growing demand

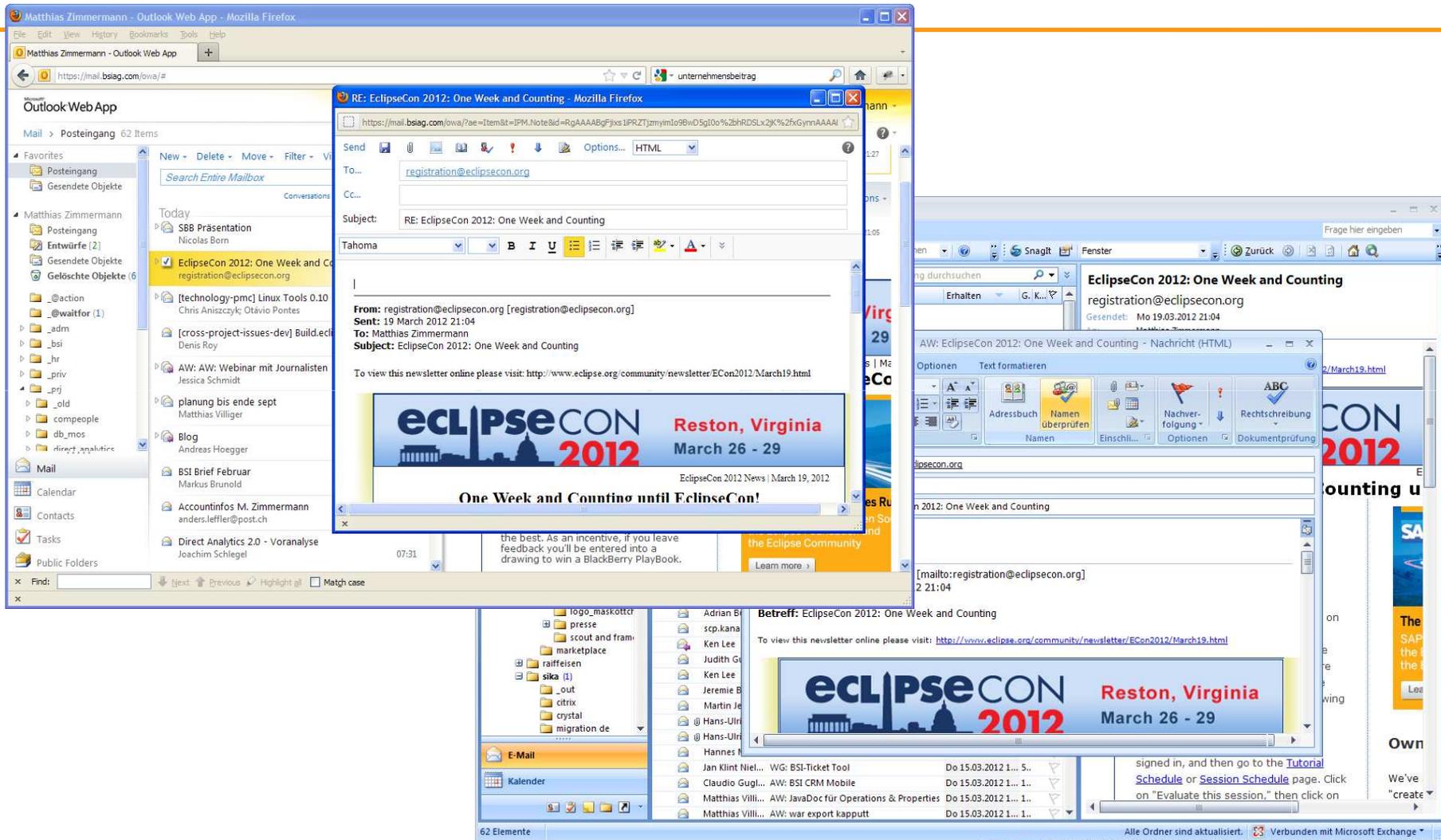
We DON'T want

- Abandon desktop solution
- Maintain separate web/desktop clients
- Additional costs with new CRM releases

We'd like to have

- Identical functionality
- Identical L&F

Less of this



More of this



The image displays two overlapping screenshots of a CRM application interface. The left screenshot shows a 'Person' form for 'Leicht Vogt, Stephan' with fields for Name, First name, Company, Main representative, Information on person (Department, Title, Language, Salutation, Function/Level), and Address (Ferienadresse, Privatadresse, Hauptadresse, Street, P.O. Box, City, Phone, Fax, Mobile phone, VoIP, E-mail). The right screenshot shows a similar form for 'Eidg. dipl. Informatik-Ing. FH' with fields for Title, Job description, Birthdate, Address (Additional name, Street, P.O. Box, City, Phone, Fax, Mobile phone, VoIP, E-mail), and checkboxes for Default, Alternative, and Correspondence. Both screenshots include a sidebar with a navigation tree and a central network diagram.

How we got there ...



March 5th - 8th
Santa Clara, California



2007 RAP



BSI CRM - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://bsi087.bsiag.local/bsiCrm/bsiCrm

Getting Started Latest Headlines Java examples Eclipse Articles

Scout On Eclipse

File BSI CRM Help

Scout

Eigene Sicht

- Hoegger, Andreas (BSI BADEN)
- Firmen
- Projekte
- Ansprechpartner
- Beziehungen
- Laufende Kampagnen
- Tickets
- Budget
- Buchungen
- Menu
- Kurse
- Standardverteiler
- Kontakte
- Pendenz
- Verpasste Anrufe

Hoegger, Andreas (BSI BADEN) - Beziehungen

Name	Vorname	Firma	Sprache	Position
Ellenberger	Tobias	BSI BADEN	Deutsch	Angestellter
Engelmann	Franz	SICAP AG	Deutsch	
Feuz	Andres	SWISSPOST POSTFINANZ	Deutsch	
Frick	Urs	BSI BADEN	Deutsch	
Gafner	Pascal			
Gfeller	Hans-Jo			
Halser	Christop			
Hassler	Mathias			
Heinzer	Raffael			
Höhne	Philipp			
Keller	Daniel			
Klein	Oliver			
Kneubühl	Thomas			
Leicht	Stephan			
Meier	Urs			
Meyer	Sylvie			
Meyer	David			

Person

Name Leicht
Vorname Stephan
Firma BSI BADEN

Firma

Suchbegriff

Detail

Abteilung
Sprache
Anrede
Position
Adresse

ABB AUSTRALIEN
ABB BUSINESS
ABB CMS AG
ABB CORPORATE STAFF
ABB DK
ABB FLEXIBLE AUTOMATION
ABB ITALIEN
ABB LTD.
ABB MANNHEIM
ABB MANUFACTURING & ROBOTICS
ABB POWER
ABB PT

Bemerkungen

Neu... Ok Schliessen

Existiert bereits? Ok Abbrechen

From: Andreas Hoegger
Sent: Friday, October 26, 2007 15:20
To: 'eheyden@innoo pract.com';
'jkrause@innoo pract.com'
Subject: BSI CRM on RAP

Hallo Eric, Jochen

Wir haben uns im Frühjahr an der EclipseCon in Santa Clara getroffen, haben im gleichen Hotel gewohnt und das eine oder andere Bier zusammen getrunken.

Damals habe ich euch das Versprechen gegeben, RAP zusammen mit unserem Produkt (BSI-CRM) zu verheiraten.

RAP Pros and Cons



Pros

- Fast results
- Single sourcing works well

Cons*

- Requires Eclipse Workbench (Scout doesn't)
- Perceived as "heavy-weight"
- Styling: too restricted

*: RAP 2007

RAP Too early ...



BSI CRM - Mozilla Firefox

http://bsi087.bsiag.local/bsiCrm/bsiCrm

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Scout On Eclipse

File BSI CRM Help

Scout

Eigene Sicht

Hoegger, Andreas (BSI BADEN)

Name	Vorname	Firma	Sprache	Position	Hauptbetreuer
Ellenberger	Tobias	BSI BADEN	Deutsch	Angestellter	Hoegger, Andreas

Missing customer excitement

Meyer, Sylvie

Abteilung

Sprache

Anrede

Position

Adresse

Bemerkungen

Zusatz

Bemerkungen

Neu... Ok Schliessen

Existiert bereits? Ok Abbrechen

Titel: Eidg. dipl. Informatik-Ing. FH

schr.

atum: 18.07.1978

et an: Brunold, Markus (BSI BADEN)

Telefon: 056 484 19 47

Mobile: 044 586 31 11 078 659 72 49

Speichern unter... Öffnen

Standardsicht

Eigene Sicht

Reports

Marketing

Human Resources

Done

2010 Wicket



The screenshot displays a web browser window with the URL `http://localhost/web/?wicket:bookmarkablePage=com.bsiag.fleet.web.html.pages.fleetoverview`. The page content includes a sidebar with navigation links like 'DB Fuhrpark Online', 'Neues Fahrzeug', and 'Fuhrparkübersicht'. The main area shows a 'Vertrag' form with fields for 'Übergeordnete Firma', 'Firma', and 'Fahrer'. Below this is a 'Fondsberatung' section with a 'Gesprächsleitfaden' containing buttons for 'Bisher ermitteltes Anlegerprofil hat weiterhin Gültigkeit' and 'Neues Anlegerprofil'. At the bottom, there are buttons for 'Abbrechen', 'Speichern und anzeigen', and 'Weiter'. An 'Eclipse RAP Business application' window is overlaid, showing a 'Person' form with fields for 'Vorname' (John), 'Geburtstag' (15/06/10), 'Nachname' (Doe), and 'Firma' (Foo (Foo)). Below the form is a table with columns for 'Personen' and data rows for 'John Doe' and 'John Doe'.

Personen	Vorname	Nachname	Geburtstag	Firma
<input type="checkbox"/>	John	Doe	15.06.2010	Foo (Foo)
<input type="checkbox"/>	John	Doe	15.06.2010	Foo (Foo)

Wicket Pros and Cons



Pros

- Exact fit into customers web pages
- Business logic in Java

Cons

- Familiarity with HTML, CSS, JavaScript required
- Good L&F requires additional JS Libraries
- Integration into Scout SDK not straightforward
- Fiddling per form required (1h+)

Wicket The good, the ...



The screenshot shows a Mozilla Firefox browser window displaying a web application from 'www.dbrent-online.de'. The page title is 'Ihr Mobilitätsportal' and the URL is 'http://localhost/web/?wicket:bookmarkablePage=com.bsiag.fleet.web.html.pages.fleetoverview'. The application has a red header with 'Startseite | Fahrzeugconfigurator' and a sidebar menu. A yellow notification bar at the bottom contains the text 'Bisher ermitteltes Anlegerprofil hat weiterhin Gültigkeit' and 'Neues Anlegerprofil'. Below the notification are buttons for 'Abbrechen', 'Speichern und anzeigen', and 'Weiter'. In the background, the Eclipse IDE is visible with a 'Person' dialog box open, showing fields for 'Vorname' (John), 'Geburtsdag' (15/06/10), and 'Nachname'. A 'WICKET AJAX DEBUG' button is located in the bottom right corner of the application area.

**Self Service tasks: Very good
Too expensive as Scout UI Layer**

2011 Vaadin



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thinking of U and I. **vaadin** }>

Vaadin Pros and Cons



Pros

- Good looking components
- Worth trying as Scout UI Layer

Cons

- HTML, not Pixel oriented
- Failed to get good results for simple CRM Form
 - Two column layout
 - Proper label/field alignment
 - Field label OK, column header NOK

Two Column Layout



Person

Name * Leicht Vogt

First name Stephan

Company BSI BADEN

Main representative * Seitel, Peter (BSI BADEN)

Active
 No personal contact



Information on person

Department		Title	Eidg. dipl. Informatik-Ing. FH
Language	* German	Job description	
Salutation	* Mr.	Birthdate	
Function / Level	IT		

Address • Notes • Marketing • Social media • Informationen • Documents • Changes •

Private address
 Vacation address
 Primary address BSI BADEN

Additional name

Street Täferstrasse 16a

P.O. Box

City * 5405 Baden AG (CH)

Phone +41 (0)52 600 1111

Fax +41 (0)52 600 11 11

Mobile phone

VoIP

E-mail stephan.leichtvogt@bsi-baden.ch

Default Alternative Correspondence...

Already exists?

OK Cancel

March 2011



RAP	Too heavy ...
Wicket	Too expensive, L&F?
Vaadin	Very Expensive too ...

Now what?

Eclipse Con 2011



Demo Scout with RAP



The screenshot shows a web browser window displaying a CRM application. The main content area is a 'Person' profile for Stephan Leicht Vogt. The profile includes a photo, name fields (Name: Leicht Vogt, First name: Stephan), company (BSI BADEN), and main representative (Seitel, Peter). It also shows 'Information on person' with fields for Department, Title (Eidg. dipl. Informatik-Ing. FH), Language (German), Job description, Salutation (Herr), Birthdate, and Function / Level (IT). Below this is an 'Address' section with checkboxes for 'Ferienadresse', 'Privatadresse', and 'Hauptadresse' (selected), and fields for Street (Täferstrasse 16a), City (5405 Baden AG (CH)), Phone, Fax, Mobile phone, VoIP, and E-mail (stephan.leichtvogt@bsiag.com).

At the bottom of the profile, there are 'OK' and 'Cancel' buttons, and a link to 'Already exists?'. Below the profile is a network diagram showing various nodes and connections.

At the bottom of the browser window, there are links for 'Open as Graphic' and 'Open as PDF', and a navigation menu with options: 'Organic Hierarchical Orthogonal 1 2 3 5 10'.

Lessons learned



- Finding the “right” framework takes time
- Integration itself takes time
 - Scout and RAP: 1 man year (and counting...)
- Benefit for Scout developers
 - Scout applications are web **and** desktop applications
 - The exact same Java code is used for both
 - No need to learn HTML, CSS, JavaScript

@EclipseScout

What is user friendly?



Subjective key aspects (for CRM)

- Training time for user < 4h
- Navigation, user doesn't get lost
- Simple data entry
- Powerful search
- Good integration of Office, Lotus Notes/Outlook
- Good integration with backend (ERP, ...)