

Case Study

Passenger Watchlist

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Background

A national transportation company's security department wanted to develop a watchlist of those passengers that could potentially cause harm and or disruption to the company's operations. The watchlist would track passenger profiles against both an internal passenger list and against national security watchlists. This new system would use a Salesforce presentation and reporting layer and draw comparisons against a series of cloud-based data structures.

Approach

Under the direction of **TekBank's** project manager and using an Agile design development approach, we formed a comprehensive team of business development and technical experts to:

- ⚙️ **Define the business priorities**
- ⚙️ **Develop a comprehensive list of functional requirements and specifications**
- ⚙️ **Defined a detailed system architecture**
- ⚙️ **Fully design and develop the system while conforming to the client's Information Technology standards and practices**
- ⚙️ **Work with the client personnel to test and implement the new system**

In addition, **TekBank** provided full training and transfer of knowledge to the client's personnel so that they could update and maintain the system without additional support from **TekBank**.

Results

This was very much a collaborative effort between the client and the **TekBank** team. The system was well documented and **TekBank** made sure to keep the client fully informed every step of the way. The watchlist system has been implemented into the client's production environment and is currently in full use by the client's security personnel. Since its implementation, the reviews have been overwhelmingly positive, and as a result of this effort, the relationship between **TekBank** and the client has strengthened.