user friendly business apps 4 desktop + web

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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
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
How we got there ...
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 auch das Versprechen gegeben, RAP zusammen mit unserem Produkt (BSI-CRM) zu verheiraten.
**Pros**
- Fast results
- Single sourcing works well

**Cons**
- Requires Eclipse Workbench (Scout doesn’t)
- Perceived as “heavy-weight”
- Styling: too restricted

*: RAP 2007
Missing customer excitement
2010 Wicket
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+)
Self Service tasks: Very good
Too expensive as Scout UI Layer
**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
March 2011

<table>
<thead>
<tr>
<th>RAP</th>
<th>Too heavy ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wicket</td>
<td>Too expensive, L&amp;F?</td>
</tr>
<tr>
<td>Vaadin</td>
<td>Very Expensive too ...</td>
</tr>
</tbody>
</table>

Now what?
Demo Scout with RAP
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
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, ...)

Subjective key aspects (for CRM)