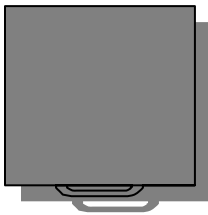


The client is a distributor of recycled boxes. He wanted to develop an intranet system whereby he could interact nicely with the other businesses that are in need of the boxes and also consumers. He wanted an integrated system comprising of accounts, distribution, customer service and other essential features.

The system consists of:

- Applications that manage relations of commercial partners of client without serving the end consumer
- Applications and services across all e-channels through which client serves its end customers
- Distribution partners
- Customer service Representative
- Marketing Department
- Shipping
- Accounts department
- Management information Systems

CLIENT PROFILE



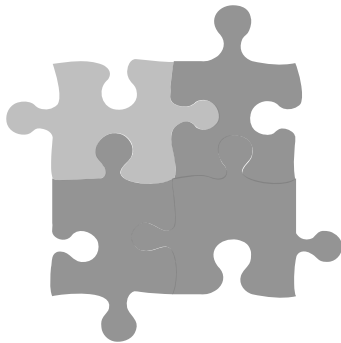
KEY AREAS OF THE APPLICATION



The key areas are

- Administration
- Document Management
- Managing and Tracking Marketing
- Customer Service
- Web Analytics
- Shipping
- Inventory
- Item Catalogue

OUSOURCING CHALLENGES

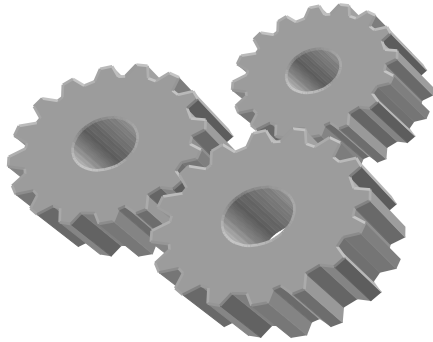


Interfinet overcame the challenges by using

The team at Interfinet made a requirement analysis and used PHP, MYSQL and Ajax for developing the application. The Integration Architecture was able to completely integrate data across all systems and also enabled 360 degree view of the entire business operation. Care was taken so that the system can support increasing volumes of customer data and users. The system's key components were designed to be extended and re-used even with the increasing scope of the system without a compromise on maintenance. Component-based architecture was built to meet end-to-end business functionality. The data was managed with consistency and with integrity across the system avoiding master data duplications.

The system was also able to generate the required number of reports. And provisions were made for comprehensive security arrangements inside the system

SOLUTION



By using the portal designed by interfinet the client was able to obtain greater reachability and rendered a more engaging customer experience for those that interact with the system to strengthen business and create and maintain new service offerings across all channels identified. The exercise eventually helped to provide services/content across all channels that eventually drove business performance.