

## Case Study

### X&R Global

#### Project

Industry: Import / Export Industry,

Solution: Webportal, Product Management, Customer Management solution

Resources: 1 Project Manager, 2 Developers

**Duration:** 3 Months

ITECH's Responsibilities: Business Analysis, Database Design, Coding/Programming, Technology Architecture, Development, Quality Assurance, Integration, End-User Documentation, **Hosting and Technical Support**

Testimony from Xavier

#### Client

*XR-Global*, A Montreal based importer and exporter with procurement and sales offices around the world.

#### Client Requirements

XR-Global required an integrated and scalable solution to manage product information from thousands of their vendors. They also required a communication platform to automate information delivery to their sales representatives and end customer through out the world.

#### Technology Used

Operating System: Windows Server 2003

Interfaces: Web Application

Database: MySql 5.0

Programming Language: ASP.NET 2.0, VB, C#, ASP.NET AJAX

Tools: Visual Studio 2005, CVS, DBDesigner

#### Business Challenge

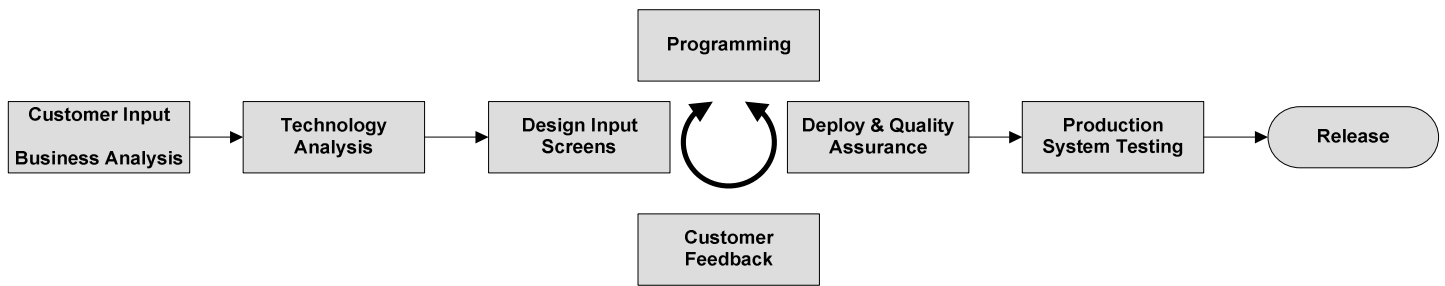
X&R Global is a truly global company with vendors and customers from all over the world, doing business in several time zones, while supporting multiple languages.

The biggest challenge for them was to support various set of users from their sales representatives to vendors to end-customers, and provide them with the most reliable and up-to date information.

In addition they were also facing challenges with

- managing information flow, validating and authorizing user access to the data
- importing vendor data electronically into their system to reduce redundancy and user errors
- lack of training and access for their system users
- lack of inhouse capability to develop and manage enterprise level application

#### Methodology



## Solution

Based on customer input and requirement analysis, iTECH proposed a customized internet based solution. The proposed system offered an integrated solution for web-portal, product & vendor management system and customer management system.

The system was developed in two phases. The first phase included designing and developing of core application, which included secure access for XR-Global's, sales representatives and end-users to product data via an online information delivery platform. It also included features to direct communications to the respected sales representatives and initiate transactions as per information received from end-user.

The second phase consisted of adding support for vendor interface and enhancing end-customer interaction with the system. New set of modules were developed to allow vendors to have access and manage their own product information, which helped X&R Global to shift the responsibility of maintaining accuracy of the information to its vendors. Features were also added for sales representatives and end-customers to print, email and share high print quality (PDF) product information with any third party.

iTECH also provided administrative interface for X&R Global to review and modify any data with ease of using web-application thus taking the control out of *IT guys* to *application administrator*.

iTECH also hosted and supported the application at its data center.

## Benefits

- Access to highly skilled and experienced project managers and software developers.
- Online Communication and Task management tools to streamline development Process.
- Low Development and maintenance cost due to use of Open-source tools.
- Direct access to Software Developers both onsite and offsite.
- The Architecture Framework that suits the business requirements with focus on Future expansion.
- Product update times goes to 1 week to 1 hr.
- Practical and efficient development methodology guarantees a Flexible implementation process and traceable quality.
- On-time and within budget delivery.