

ODC-for-SaaS-Business-Application-Provider

The Client is a London based provider of SaaS software solutions delivering high-quality, high-value business and mobility solutions to Small and Medium Businesses. SaaS Applications are integrated with each other allowing organizations to bring together their employees, customers and partners into business processes.

Challenges

The Client had a vision to develop and deliver business software for small and medium businesses using software-as-a-service, and wanted a reliable and steady partnership with an outsourcing firm who would not just deliver the software for them but also correlate with their vision and business model. e-Zest was chosen by the client to partner with them on this endeavor after extensive due diligence and reference check.

Solution

e-Zest Developed three projects under this ODC:

- **SaaS ERP:** This project involved development of integrated business suite supporting ERP and e-Commerce capabilities targeted at small and medium enterprise where application modules can be accessed using Software as a Service (SaaS) delivery model. Application users will have the flexibility to configure and subscribe application modules. Application modules can work seamlessly in integration with other modules or independently depending on user subscription module configurations.

We envisioned development of following core business modules as a part of business suite along with plug-in modules and plug-in business tools.

- Sales Management
- Staff Management
- Stock and Inventory Management
- Project Management
- Financial Accounting and Bookkeeping
- Data analysis and workflow management
- Business Intelligence and Reporting

- Document and Workflow Management
- **SaaS CRM:** With the immense success of ERP Suite, the client wanted to leverage the same platform to offer CRM Suite interoperable with ERP Suite. With this in mind, a project for development of CRM Suite was initiated. Modules of CRM Suite were
 - Leads Management
 - Customer Management
 - Accounts Management
 - Opportunities Management
 - Contact Management
 - Activities Management
 - Campaign Management
 - Target Management
 - Expense Management
 - Support Management
 - Document Management
 - E-Mails
 - Calendar
 - Memo
- **Maintenance and Support Team:** Once ERP Suite was launched, extensive production and maintenance support was needed and a dedicated team was set up for such support. This team is responsible for
 - Resolving issues on production
 - Level 2 e-mail support during client's work hours for resolution of customer reported issues that were not resolved with admin level settings and configuration
 - Weekend Support for critical issues on hourly billing basis
 - Building multi-lingual support and adding a Chinese interface

Conclusion

e-Zest collaborated very closely with the client to the point where they were treated as an extension of the client's business facing team. e-Zest completed an ERP suite for the client which was immensely successful and led to the client requesting a CRM suite which was completed successfully. e-Zest was also flexible enough to follow up on the ERP suite by setting up a dedicated maintenance and support team.