

Delivering B2B e-Commerce Management System through Magento 2.1

The client is a worldwide healthcare company, has around a million employees, and operates in more than 150 countries. They called for a project that would replace their existing system slated for de-commissioning very soon. The client wanted e-Zest to build an order entry and tracking system for allowing its customers that include distributors, retailers, and institutional buyers, hospitals to place orders online.

Situation analysis

The system that the client used had numerous issues with the platform, UI and functionalities. There were system timeout issues, browser compatibility issues, weak communication with other components and a number of Compliance Issues. The user interface that the client's system used was outdated and it was not intuitive. Moreover, the interface did not reflect their corporate brand guidelines.

It was important to migrate to a different platform as the system was not in accordance to their guidelines and functionalities. The major functionalities of the client were product catalog browsing and searching, online ordering using an e-Commerce like shopping cart experience, view billing documents etc. In such a scenario, it was mandatory for the client to shift to a newer and more comprehensive platform like Magento 2.1.

Client Requirement

As their existing system lacked the agility and had a few shortcomings, the client required a new platform that comes with all the necessary features to carry out the functions efficiently.

The vision was to migrate from the current platform to the Magento 2.1 platform. They sought e-Zest's help in carrying out this vision and to develop an order entry and tracking front-end for their customers and business partners to place orders online.

Our Solution

e-Zest's team of digital commerce professionals suggested to use Magento 2.1 as a new platform. The decision came from the very fact that Magento as a platform allowed product and category management effectively. It also allowed for many multi-store features and search engine optimization. There was an enhanced flexibility and control of the functionalities.

The payment gateway was easier to setup with Magento. It also allowed for efficient mobile commerce. To top it all, the e-Zest's in-house Magento Centre of Excellence only complimented and boosted our solution proposition. e-Zest's excellence in the Magento-based made planning for the project relatively easier.

Technology Stack

- Magento 2 Enterprise Edition
- Pingfederate SSO
- SAP Database
- BAPI Interface

Challenges

- The work stream was divided into multiple levels: Magento development, implementation, SLC, PIC. This made it difficult to maintain harmony among different tasks.
- Multi-division and multi-supplier collaboration made the whole process chaotic and difficult to manage.
- Different development approaches followed by SAP and Magento was also a challenge.

Conclusion

e-Zest successfully delivered the migration as per the client's requirements. The client was satisfied with e-Zest's expertise in handling and delivering the project so much that the client offered next phase of the project to e-Zest.

The client now performs on a better platform and is able to eliminate the challenges it faced with the old platform and their services have improved drastically.

Business Value

e-Zest developed an intuitive and easy to navigate user interface for the client. It helped increase the user engagement.

e-Zest's expertise in Magento led to a platform that is very convenient to manage for client's IT team.