



Client

A world-leading computer manufacturer

Industry

Computer Manufacturing

Business Challenge

The company needed to introduce to the single application instance servicing over 15 online stores in Europe. The system was required to handle all internet user transactions for ordering multiple types of the Client's products (computers etc.)

Following market areas were supposed to be covered by the solution:

- Global Online (Home & Small Business)
- Premier Customers Stream (Corporate clients)
- Public Sector
- Dell contacted Luxoft seeking to tackle this challenge by creating a portal to handle all online transactions in Europe.

Solution

Luxoft working jointly with the Client delivered a new online portal including following major functionalities:

- Store Catalogues
 - Computers, Software, Peripherals, Parts, consumables
 - Customizable Standard Configurations
- Order Management
 - Order Entry
 - Automated E2E processing
 - Payment processing, taxation (VAT, Eco-tax etc.)
 - Management tools: sales, customers
- Shipping
 - Shipping charges, addresses and methods

Project Facts:

- Functional area
E-Commerce
- Business criticality
Introducing e-commerce solution
User profile
Regular internet users
- Platforms
Server side logic (ASP.NET)
Client side (Web interface, ASP.NET)
Database (Oracle/SQL)
Middle-tier (.NET services, WebServices)
- Relationship status
Ongoing DDC; monthly releases
- Project Team size/Duration
20+/2 years (multiple releases)
- Scale
400 thousand orders monthly
Dozens of thousands corporate accounts



- B2B Portal (Enterprise customers)
 - ERP Interfaces: Oracle, Ariba, SAP, Commerce One, Biz Talk
 - Gateways: webMethods, .NET Web Services
- Reporting

Following also are additional features which were implemented in the system:

- Country specific support
 - 15+ localized stores in Europe
 - Catalogues, payments, discounts, taxation, shipping, legislation
 - Globally manageable corporate accounts
- Personal Stores
 - Catalog Customization
 - Personal pricing, discounts
 - Configurable payment methods and shipping
- Services and Tools
 - Customer service tools
 - Customer self-service tools
 - Groups and Roles Access Management
 - Full customization for corporate accounts
 - Invoicing, financial reporting

Benefits

All project phases were completed successfully in time and within full scope. The solution is in production. The client now has the system which is capable of handling over 400 thousand orders monthly and over 10 thousands corporate clients. These all is allowing new business growth and better customer experience.

Since the system was implemented number of calls to customer care for its global customer service division was reduced as well as number of canceled orders.

Luxoft performs continuous development and maintenance service.

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