

Case Study I

Enabling and maintaining E-Commerce business with its partners for the world leader in serving science

The Customer

The customer is the Global Leader serving science the Life Sciences Industry.

The Requirement

Being a major player in this field, the client had huge amount of business, which were time critical and required automation to eliminate the errors happening due to the manual intervention.

The Solution

Concept's team provided a comprehensive automated solution that required no manual intervention in processing the orders until they have reached the warehouse from where the order can be shipped. Concept provided a solution that required integration with various industry standards of commerce like EDI, Ariba, XML, Xign, OB10 with SAP as the corporate ERP.

This application received orders sent by the client's customers using various industry standards and different formats, interpreted them to make business sense and then create the order in the SAP system.

Also, once the order was shipped and the customer was invoiced, an electronic invoice was sent to them. Again, it was in the format, which the customer wanted, or his applications were able to understand.

The Benefits

- Faster business sense with no time delay.
 - Immediate response for time critical business orders.
 - No manual intervention. So no chance of errors.
 - Transparency with the details coming in or leaving out the system.
 - Better management of the business – both for the client and his customers.
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Case Study II

Enabling the end users to define the way they want to see the content.

The Customer

The customer is Fortune 150 Energy Services major.

The Requirement

Implement such a system that would help the users to define and build their own systems without assistance from the corporate IT team.

The Solution

The team from Concept had built a system that enabled 10,000 employees of this company to define the way they see their portal without any assistance from the corporate IT team.

The users have been provided with a set of templates as per the corporate standards, which would allow them to define their own content on the portal. They can create, modify or delete content as per their authorization features, and customize the way they see their pages.

The entire process is streamlined with all the content managed and going through a set of workflows and approval process that allows them to edit and review it before it finally lands up on the portal.

The Benefits

- Empowering the end user to define the way they see their portal
- Providing the end user with a controlled and processed way of building their portal
- Eliminating the dependency on the corporate IT team and hence enabling them have delivery times
- Removing a major burden for the IT team, allowing them to concentrate on more important priorities