

Case Study: A SaaS Solution

PROJECT BACKGROUND:

Our client provides an affordable, easy to use SaaS solution that automates the processes of receiving and manage job orders and activities between independent contractors and installers with home improvement retailers. Vertisystem was engaged by the client to enhance their solution offerings to provide improved communication and integration between the retailers and service contractors. The work that Vertisystem is performing for the client provides their customers with value such as reduction in manual inputs, improved turn-around-time for service updates and savings on platform fees which increase the client's potential client base and revenue streams.

OUR SOLUTION:

Our client's software solutions are typically highly complex with specific interfaces and requirements, hence the Vertisystem team has to familiarize themselves with not only Client's tech environment but also with the environments of both the retailers and installers in order to create effective integration strategies.

After going through an initial discovery phase, the following technical tasks were identified as required to meet the project goals

- Integration of various 3rd party applications and data sources through RESTful API development and integration
- Development of a custom parsing tool to glean information from 3rd-party forms such as Purchase Orders; Invoices; Payment Remittances; Job Order Details & etc.
- Designing & architecting solutions around existing platform limitations such as lower frequency of data upload and download from 3rd party sources
- Creation of a system to alert concerned stakeholders regarding the data exchange and other such events through various channels such as email & SMS.
- Optimizing the technology stack such as data storage so TCO can be brought down



Based on the success of our initial engagement, Vertisystem has grown our relationship with this client to providing help desk and maintenance support directly to our client's customers.

BUSINESS RESULTS:

The Vertisystem team continues to deliver numerous improvements, enhancements and innovations for our client and their partners. The improvements and new capabilities of the application has had a direct impact on application performance and development of innovative features which drive new business for our client.

"We are excited to work on this project with you...We trust you guys and we love working with you"
- CEO