

INDUSTRY

Precious Metals Ecosystem

A joint venture between Switzerland based bullion brand, and a Government of India Undertaking Company, operates the world's most advanced precious metals processing facility.

Value Creation Modules

Unified E-Commerce Portal

Maintaining MMTCs e-com portal for minted products like gold and silver and adding value added features and functionalities.

Partner System Integration

Point to point integration with partner's system to ensure seamless sales and recon.

System Enhancement

Modules for managing donation of gold to charitable trusts, PVC, SIP and Purity verification Module.

Custom Order Management

Inventory Management and Logistics Tracking for all the order with defined logics and notifications

Managed Service & Program Management

End to End support along with a KPI driven program management across streams

Security Optimization

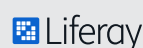
Consulting, audit and optimization of security framework at the functionality and coding level.

Personas



- Customer: 100K+
- Partners
- App user: 40K+
- Admin panels: 25 Roles
- Sales Team
- Operations Team
- Finance Team

Products & Technologies Used



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CHALLENGES

- Support process engagement and turn-around time
- Identified backlogs and enhancement features.
- Efficient utilization of Liferay CMS and DXP.
- Broken integrations and challenge with partner APIs.
- Lack of unified integration strategy
- Lack of adequate security rules and optimizations

- Managed service with POD model.
- Optimization of partner APIs and dedicated support mechanism
- Orchestration of unified integration strategy.
- Dedicated program management to ensure seamless operations.

- Security audit of the developments
- Recommendations and implementations of security optimization at the functionality and coding level.
- Partner data migration from BM to CEM
- Re-orchestration of architecture to optimize and fine tune the performance.



SOLUTION



BENEFITS

- Optimized system with integrations.
- Enhance system security
- Better control over backlogs.
- Reduced support turnaround time
- Contemporary system as per the requirements of the business.
- Performance fine tuning at the functionality and data level
- Enhanced system architecture
- Better control over data and reporting governance.