

# Case Study :Gongcha CMS

Project Status:  
Completed  
End Customer Type:  
In-Direct

**Engagement Summary**

- ✓ USA based software organization.
- ✓ Implementation project on Dynamic manage platform for their Sales(Product), IT and Business Operations Teams

**Challenges**

- ✓ The Gongcha CMS aims to address challenges in backend operations including streamlined administration, user and role management, product and warehouse management, reports, dashboard, historical data, and comprehensive control over store and employee activities, enhancing operational efficiency, data management, and decision making.
- ✓ Key Challenges:
  - ❑ Historical Data
  - ❑ Store Based Management System

**Solution**

✓ The Gongcha CMS provides a featurerich backend platform for super admin users, facilitating tasks like login management, dashboard customization, role and user administration, store and warehouse management, and historical data reporting, empowering efficient management of theGongcha platform.

**Results**

- ✓ Dynamic manage Platform for POS, KIOSK, Web and Mobile
- ✓ Historical Data like Reports and Dashboard overview of Data
- ✓ The CMS's solution empowers administrators with tools to manage the entire Gongcha platform efficiently.
- ✓ ConfigurableProduct, Warehouse ,Store ,Advertisement, Employee Management

# Case Study : Gongcha website

Project Status:  
Live  
End Customer Type:  
In-Direct

**Engagement Summary**

- ✓ USA based online ordering website.
- ✓ Implementation project for all the customers and related members .

**Challenges**

- ❑ Loading issue of images(optimization issue).
- ❑ Synchronization of location in mobiles and laptop.
- ❑ Facebook login.

**Solution**

- ✓ Reduction in size of media and optimization of files.
- ✓ On every tab/window data synchronization.
- ✓ SSL certificate.

**Results**

- ✓ Loading time of website reduced.
- ✓ Data synchronization improved.
- ✓ Easy Facebook login.

# Case Study : Gongcha Mobile Application

Project Status:  
Live  
End Customer Type:  
In-Direct

**Engagement Summary**

- ✓ USA based online ordering mobile application.
- ✓ Implementation project for all the customers and related members.

Challenges	Solution	Results
<ul style="list-style-type: none"> <li>❑ Overall app performance, reduced app size, robustness and flexible architecture</li> <li>❑ Synchronization of store location and its custom requirements.</li> <li>❑ Easy to modify custom navigation for every screen</li> <li>❑ Easy to navigate Customized system of notification management</li> <li>❑ SSL handling from within the app to accommodate all certificate format upload</li> </ul>	<ul style="list-style-type: none"> <li>✓ Standard methods of data binding/transfer within the app.</li> <li>✓ Custom store location management, keeping time zones and its standards in mind.</li> <li>✓ Integrated and flexible native Navigation component.</li> <li>✓ Notification management system by accommodating api and service responses.</li> <li>✓ Integration of SSL certificate in the app by creating a separate file for the same.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved user experience and smooth/fast processing of application.</li> <li>✓ Flexible location management and as per location stores suggestion.</li> <li>✓ Robust navigation.</li> <li>✓ Targeted notification and its navigation to the app.</li> <li>✓ No dependency on SSL certificate format.</li> </ul>

# Case Study : GCPOS

Project Status:  
In-Progress  
End customer is the user/cashier/barista.

**Engagement Summary**

- ✓ USA based organization which improves customer experience for ordering drinks.

Challenges	Solution	Results
<ul style="list-style-type: none"> <li>❑ Improve operations for store customers</li> <li>❑ Lot of waiting time for customers and users</li> <li>❑ Displaying and taking orders quickly for desired modifiers and menu items</li> <li>❑ Payment system</li> <li>❑ Loyalty rewards</li> <li>❑ Printer connections + PAX</li> <li>❑ Internet connection breakout</li> <li>❑ Attendance of employees</li> <li>❑ Completing mobile + web orders</li> </ul>	<ul style="list-style-type: none"> <li>• Taking orders and adding products to cart + making huge orders as parked orders to attend customers</li> <li>• Reducing waiting time through proper updates + quick checkout</li> <li>• Opening customization screen for selecting modifiers and variety of options.</li> <li>• Displaying various payment portals and their connection for easy payments</li> <li>• Including loyalty program for customers to receive and make orders with the allotted points</li> <li>• Integrating receipt printer, label printer and EMV reader for user invoice and various other formats.</li> <li>• During internet breakdown payments are not interrupted and EMV reader is used to achieve that</li> <li>• Clock In and Clock Out Feature for employee's attendance</li> <li>• Taking mobile + web orders and preparing them.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved customer satisfaction</li> <li>✓ Easy orders and refunds</li> <li>✓ Conveniently completing mobile + web orders</li> <li>✓ Printing data on receipts and labels for user and customer check</li> <li>✓ Offline capabilities which keep the business running</li> <li>✓ Improving store checks due to attendance feature</li> <li>✓ Easy updates and changes on menu items, categories and prices</li> </ul>

# Case Study : Kiosk

Project Status:  
Live  
End Customer Type:  
In-Direct

### Engagement Summary

- ✓ USA based software organization.
- ✓ Implemented an advanced self-service kiosk system, revolutionizing the ordering experience.

Challenges	Solution	Results
<ul style="list-style-type: none"><li>Integration Complexity</li><li>User Adoption</li><li>Customization Demands</li><li>Regulatory Compliance</li><li>Scalability</li></ul>	<ul style="list-style-type: none"><li>Utilized standardized APIs and protocols for seamless integration with existing systems.</li><li>Conducted extensive user training sessions to familiarize users with the new kiosk system's functionalities and interface.</li><li>Conducted thorough research and analysis of regulatory requirements to ensure compliance with relevant laws and standards</li><li>Implemented load balancing and autoscaling mechanisms to handle fluctuations in user demand and ensure optimal performance during peak usage periods</li></ul>	<ul style="list-style-type: none"><li>Improved Ordering Experience</li><li>Increased Efficiency</li><li>Enhanced Customization</li><li>Scalability and Flexibility</li><li>Scalable Support Processes</li></ul>

# Case Study : Medubot.ai

Project Status:  
Live  
End Customer Type:  
In-Direct

### Engagement Summary

- ✓ AI Driven medical based learning platform
- ✓ Implementation project for beginner students to advance level professionals

Challenges	Solution	Results
<ul style="list-style-type: none"><li><b>Integration Complexity:</b> Integrating a third-party AI service like Botpress into a mobile app, especially using React Native webviews, posed technical challenges due to platform differences and limitations</li><li><b>User Experience:</b> Ensuring seamless communication between the mobile app and the Botpress AI service while maintaining a consistent and intuitive user experience</li></ul>	<ul style="list-style-type: none"><li>React Native and web technologies to overcome integration complexities and ensure smooth communication between the mobile app and the Botpress AI service.</li><li>Designed a custom user interface for the webviews tailored to the mobile app's aesthetics, ensuring a cohesive and userfriendly experience for interacting with the AI-powered webchat.</li><li>Implemented performance optimizations such as asynchronous requests to enhance the responsiveness and efficiency of the webviews, thereby improving the overall user experience.</li></ul>	<ul style="list-style-type: none"><li>Successful integration of the Botpress AI service with the mobile app through React Native webview.</li><li>Improved user engagement and satisfaction with the mobile app</li><li>Optimized performance of the Webviews resulted in faster loading times and smoother interactions</li></ul>

# Case Study : AoNRI

Project Status:

Live

Service using customers

**Engagement Summary**

✓ USA based project which improves customer experience for shopping classified products, checking events, applying for jobs, checking immigration and managing modules through admin access.

**Challenges**

- ❑ Classified Products
- ❑ Advertising Feature
- ❑ Showing Community Events
- ❑ Immigration Queries
- ❑ Jobs Check
- ❑ Shopping Portal
- ❑ Role based permissions

**Solution**

- Create classifieds module with filter and price updates for easy check
- Create advertisement to promote event on the site at any desired page section
- Adding events hosted by community and joining them through events module
- Check status, policies and requirements for immigration and visas, and a chat portal for communicating news through immigration portal
- Updating, uploading and applying for jobs through jobs module
- Wordpress based shopping portal for placing orders easily
- Approving and rejecting requests for various modules through admin access

**Results**

- Improved customer satisfaction
- Easy orders and refunds
- Convenience in joining and checking events
- Immigration queries resolved through chat portal and checking status
- Advertising your products on desired page section
- Applying for jobs with respect to skills
- Admins can check the details and according to that accept or reject requests

# Case Study : IP21 Siebel Open UI Implementation

Project Status: In-Progress

End Customer Type: In-Direct

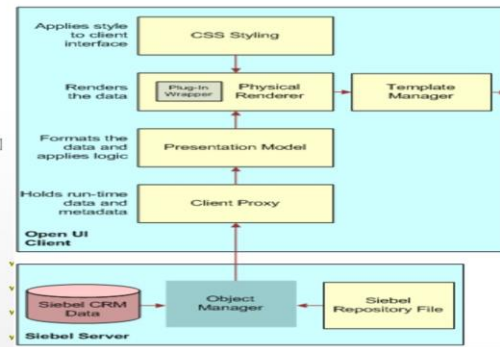
**Engagement Summary**

✓ Volvo Group Of Companies  
 ✓ Implementation project of Siebel Case Management Module with Open UI enhancements

**Challenges**

- ❑ Provide flexibility to client for different browsers and service products
- ❑ Application was to be used on Mobile App and eService App
- ❑ To have better UI experience with less inputs and easy navigation
- ❑ To be implemented in limited time without much changes on hardware requirements
- ❑ Needed to use many features like Maps, Email

**Solution**



**Results**

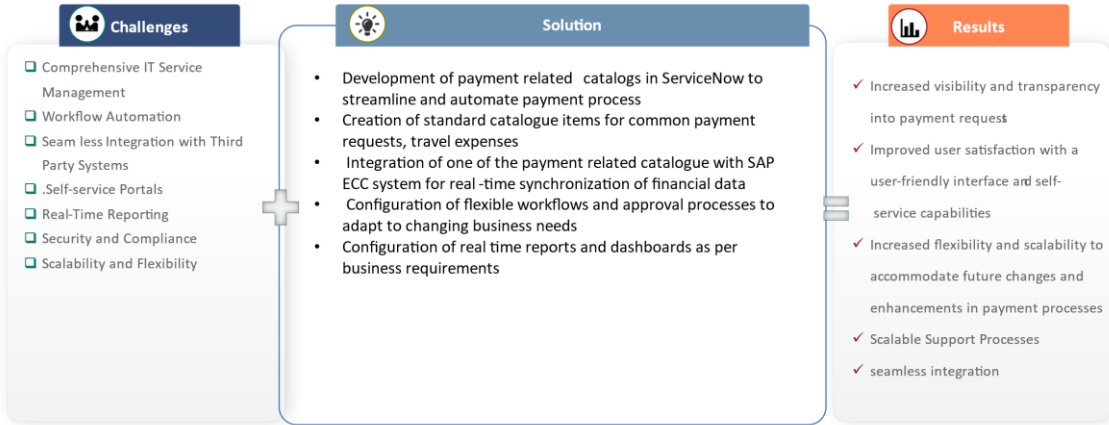
- ✓ Open UI supports internet browser functions also like Print, Zoom, Find, Bookmarking
- ✓ Browser Independent it can run on any modern browser It supports JavaScript
- ✓ Highly optimized and smart UI for mobile devices
- ✓ It has out of box integration with mobile functions like GPS, Email, Calendar sync, Calls

# Case Study : ServiceNow Implementation

Project Status: **Live**  
 End Customer Type: **In-Direct**

**Engagement Summary**

- ✓ Foods and Beverages company based out of Latin America
- ✓ Implementation project on customer360 for their Sales, IT and Business Operations Teams

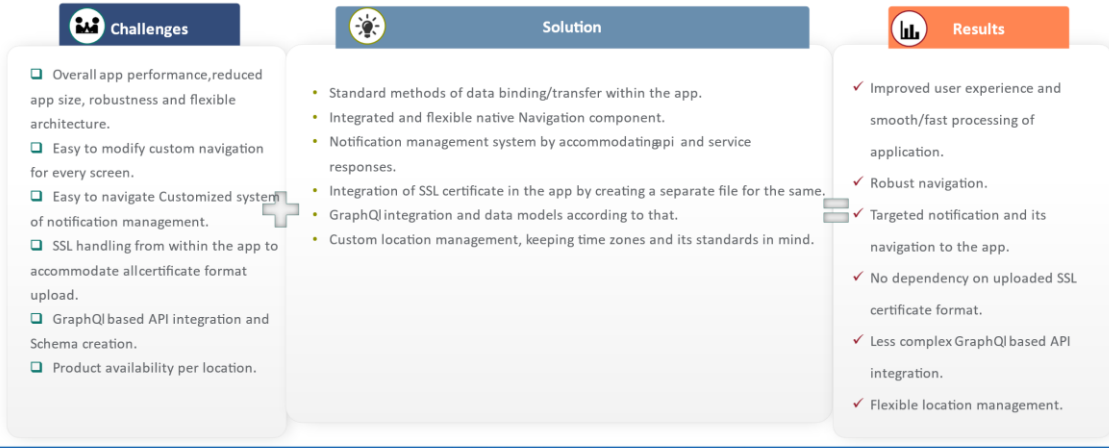


# Case Study : Fashion Apparel Mobile Application

Project Status: **In-Dev**  
 End Customer Type: **In-Direct**

**Engagement Summary**

- ✓ Current trend and fashion clothing based e-commerce application.
- ✓ Implementation project for all the customers and related members.



# Case Study : GRID OMS

Project Status:  
In-Progress  
End Customer Type:  
In-Direct

## Engagement Summary

✓ Implementation project on customer 360 for their Sales, IT and Business Operations Teams

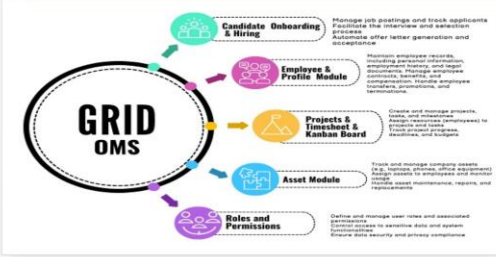
### Challenges

□ We need a comprehensive GRID product that streamlines the entire employee lifecycle, from candidate onboarding to retirement. The system will provide a seamless experience for both employees and HR professionals, ensuring efficient management of personnel data, asset tracking, and project collaboration.

#### Key Challenges:

- Data Migration and Integration
- Compliance and Security
- Project Management and Resource Allocation
- User Adoption and Training

### Solution



- A complete Control access to sensitive data and system functionalities
- Track and manage company assets , projects and employees.
- Maintain employee records, including personal information, employment history, and legal documents

### Results

- ✓ A versatile time management solution for efficient project planning and employee onboarding.
- ✓ Streamline your organizational processes with an integrated HRMS system featuring project tracking and candidate hiring capabilities.
- ✓ Optimize resource allocation and project execution through a comprehensive HRMS platform with robust employee and asset management tools.

