Enterprise Commerce Application Re-Engineering Services

CLIENT

A leading Independent Software Vendor (ISV) from UK, uses IBM WCS system for building products and offering them on a SaaS model. This product targets the F&B industry which helps to create online event registration with an intuitive meal pre-order system & collaborative table planning. This application is specially meant for caterers, restaurants and event managers to pre-organise events.

CHALLENGES

- Implementation of Advanced UI Pagination, Drag & Drop, and Lazy Loading & Delayed updates.

- Custom drop downs which can handle graphical and conditional multi coloured content.

- Responsive design for specific pages to view on large screen desktops and mobiles.

- Implementation of real time multi user drag & drop table seat reservation system along with menu builder and pre-order booking system.

- Handling the delayed synchronization during network failures.

- WCS 6.0 did not have any out of the box solution for advanced UI like pagination, drag & drop etc...

MITIGATION

- Implementation of AJAX wherever required for seamless loading and performance improvement.

- Implementation of Drag & Drop functionality using jQuery and custom JS code.

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- Custom Implementation , Table Reservation system in IBM WCS backend by adding new custom tables.

- Create finders in EJB and extension of controllers.

- Implementation of custom updates queue using JS to handle the delayed updates and network failures.

KEY FEATURES

- Helped streamline the process, whilst providing an improved experience for all involved.

- Reduced the loading time enhancing the user experience.

- Reliable and efficient method for end to end online ordering and event planning.

- A significant portion of online orders were from new customers with the vast majority opting to order again.

RESULT

- 25% increase in the customer base from the previous year.

- Received numerous testimonial from several clientele.

- Significant increase in creating successful events compared last year.

- With the over whelming response, client planned to expand their foot print beyond UK.

TECHNOLOGIES SUPPORTED

IBM WCS, J2EE, DB2, EJB, Struts, JSP, HTML, CSS, JavaScript, jQuery, AJAX, XML, JSON, Tomcat

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