

# All Round Support to our Client From Concept to Maintenance



## A Back Office Case Study

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## Summary

This Company is one of the premier ecommerce companies in the world and they source goods worldwide for selling to their (mainly) European & clients. When their new Strategic Buying Department wanted to automate their procurement process with an online reverse auction in 2005, they chose Direction to partner in this project. This solution consists of an all-round support to them, right from Conceptualizing to Development and comprehensive Back Office Support.

Direction staff were closely involved in the initial workshop to lay out the scope of the project and provide inputs on functionality maintenance.

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## Challenges: Multiple Requirements

- The client wanted an online reverse auction system for procurement that would allow various buying departments to create their own reverse auctions choosing from a bank of suppliers for participating.
- The Strategic Buying department of this company (BOSB) wanted Bundled auctions for procuring.
- The client wanted to outsource maintenance and QC of styles as well as support and training to their suppliers.
- Back Office support required for the Strategic Buying department of this company (BOSB) to handle all round support.

## Solutions: 360°Support

Direction was involved with the client right from the start and took active part in defining the functional requirements, application development, deployment, hosting, support and back office admin activities. The application has continued to evolve over the last 16 years and direction continue to support this project in all areas even in 2021.

### Support Activities:

- Complete user management user training.
- Hotline support to Office, Suppliers and Buyers during auctions.
- Creating Masters Data on site including relation with different Entities.
- Updating styles periodically.
- Do QC for faulty xml data of automatically imported styles and re-import them.
- Site Admin activities involving user creation and assigning department and supplier rights.

### Consulting Activities:

- Coordinating with Clients in understanding requirements /changes.
- Liaising with developers and ensuring the system is delivered as per specifications.
- UAT of all new development by DSS.
- Preparing user manuals for users.
- Weekly conference call with the clients.



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## About Direction

With over sixteen years of back office support experience with average team of 30 and around 400 man years of combined Back Office and Data Entry experience, direction is well positioned to service your BPO needs.

Backed up with excellent software development capabilities, Direction is also superbly positioned to offer 360 degree support to any organization.

Take advantage of our flexible engagement terms to meet your requirements. This can be in the form of fixed price project or outsourcing of work on T & M basis.

## Benefits: One-stop Shop

Direction enabled the client to have the convenience of a One-Stop-Shop for their procurement / reverse auction requirements reducing the complexity of dealing with multiple entities for the department.

### All round support

- Conceptualizing and brainstorming with the client on application design.
- Developing the online application.
- Hosting at an ISP in Mumbai on their behalf.
- Maintaining & coordinating with developers at Direction.
- Back office, Admin work and Data Entry.
- User Training and support on mail and call.
- Online reports and custom reports by mail.



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