How **Direction Software LLP** designed a portal for Online Product Ordering System

Client

Founded in 1966 in France, this company is now the worldwide leader in Quality of Life services. Armed with nearly 420,000 employees spread across 80 countries, the company has developed unique expertise for over a span of 40 years. Combining the diverse talents of its teams, they are the only company to offer a portfolio of innovative services, based on over 100 professions. It develops, manages and delivers a unique array of on-site services, benefits and rewards services as well as personal and home services for all its clients to enhance the quality of life.

About the Portal

- Using SWOS, Sodexo clients can order vouchers online and confirm the same
- Online view of the web order status and the Invoice related fields (after confirmation of the orders) would be provided

Summary

- The Online ordering system allows clients to place voucher and gift card's orders online. It also gives a view of the order status and their delivery details.

Challenges

- Orders were placed on phone / email.
- Miscommunication between client and Sodexo staff.
- Manual Reports / processing

Solutions

- Web Application is created using ASP .Net 3.5 (for UI) and SQL server (for database), Crystal reports for reporting
- A client user can log into the SWOS
- This client user is authorized to create an order for the product assigned to him, and can save this Web-Order without confirming the order, till confirmation he can edit the order details. Invoice can be printed online
- As soon as the Web-Order is confirmed, it is marked for transfer to the Sodexo Back-office Oracle database in a temporary table via a scheduled process
- Night processes take care of auto transfer of the order information of the web orders from the temporary table of the back office oracle database to the web database
- No need of tracking emails / documents for the information on the orders placed online
- Follow up with Sodexo – customer care reduced as the clients will be able to see the order status online

Executive Summary

Technologies used

- UI - ASP.Net Web Forms (3.5) with C#
- ADO.Net - Database operation library.
- SQL Server - Portal database
- Procedures / Functions coded for Various Functionalities
- Oracle - Portal database used to interact with this interface database

Control and Tools used

- All Controls - Asp.Net controls
- Reporting tool - CrystalReports and Microsoft's report viewer is used.
- Logging - NLog
- Version Control - TortoiseSVN

About Direction Software LLP

We are a software services firm, specializing in developing & implementing Internet strategies for businesses & providing high-end software development services including Custom Programming & Offshore Development.

With 17,000 sq. ft. of space in a modern building in central Mumbai the hub of all business activities in Mumbai, Direction Software LLP is fully equipped with state-of-the-art infrastructure and networked with redundant high speed, dedicated internet access from different providers.

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