

Case Study

HYBRID ENGAGEMENT MODEL FOR E-COMMERCE

Co-Managed offshore Delivery Center

Overview

At Verve value delivery to client is the key objective. That's why we believe in "UNORTHODOX IDEAS. UNEXPECTED RETURNS" and truly exceed client expectations. Verve few years ago suggested a mutually agreed upon engagement model which has been quite successful and have been delivering results much beyond expectation. A successful model could be anything that delivers mutual expectations taking care of business objectives meticulously.

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Devix Ecommerce Suite founded in 1999 and provides Business Process Management Solutions for small and midsize ecommerce companies. With thousands of clients using this suite and relying on verve's professional services, companies are able to integrate their business intelligence, automate their processes and manage all key business operations on a single platform.

Verve-Devix team and the Clients came together where Verve built a just-as-required facility for client and hired employees on its requirement. The delivery center is being managed by client representative onsite and runs to the delivery expectation of client. Verve and the client have so far carried out several ecommerce projects.

The Challenge

The project required to employ industry technology and domain expertise. Customer needed an integrated online shopping platform and also required sales and marketing tools incorporated within the solution to tailor the shopping experience specifically to the individual needs of their customers.

The Solution

Verve established a tailor-made facility and went ahead and hired team members as per client's requirement. Every member of the team handpicked from a Verve shortlisted candidates. The team further, carried out Business Analysis and developed Devix Ecommerce Suite with a full functional supervision of client. The application has following major modules:

Manage Property Information

Property Manager will help the client track the Property information in a well organized manner. It provides important insight into the property information and provides easy way to search, sort properties by street and suite address.

E-commerce suite

Verve team has developed a complete eCommerce solution that automates advanced business processes and strategies enabling clients to realize considerable economies of scale. An easy to use yet robust platform with unlimited scalability, Verve's eCommerce Suite is uniquely tailored to fit your business

Following modules are interwoven to complete the suite:

- Merchandising:
- Order Management
- Shipping
- Accounting
- Billing
- Warehouse Management
- Inventory Control
- Purchasing
- Marketing
- SQL-Technology

Verve provides functional and administrative supervision to client's team in the delivery center. While client provides projects and project guidelines Verve ensures that they are supervised. Verve also shares accountability on deliveries with client

Post development support

After initial roll-out, the team has been managing installations, customization, and support activities from Devix's Indian Team.

Client advantages

- No capital expenses
- Client could use all common functions at Verve such as, facility management, IT infrastructure management and HR/Recruitment.
- Just in time recruitment support.
- Functional and Administrative management of the team including training support as per client's project based needs.

CO-MANAGED HYBRID ENGAGEMENT MODEL



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