mimacom

CWS-boco – Enterprise Portal
Reference Case

With the implementation of a new, web-based enterprise portal accessible from PC, laptop and mobile devices, CWS-boco could enhance the customer engagement with clients resulting in an optimized customer experience offering more flexibility.

CWS boco

PROJECT DETAILS

Industry: Logistics

Team: 3 members including Project Manager, Software Engineers

Users: > 8000 CWS-boco clients globally

Development Period:
2014 - ongoing

PRODUCTS / TECHNOLOGIES

Liferay 6.2. EE
Elasticsearch
Angular JS
Bootstrap
Spring
Spring Integration
Java

With the new enterprise portal CWS-boco customers can now handle services and requests for themselves that shortens the response time and strengthens the customer dialogue.

In today's competitive business environment, customer portals need to be user friendly, mobile-optimized, secure and sophisticated - which meant that our client needed a solution to keep up with all these standards.

CWS-boco commenced with boco's laundry rental service and later saw the market launch of the CWS towel dispenser which was merely the beginning of a whole series of innovative and pioneering ideas and concepts. The company with nowadays 16 national subsidiaries and over 10'800 employees around the globe has become a leading international service provider of professional textile services and washroom hygiene solutions.

To stay up to date concerning products, solutions and customer service, our client needed a new, sustainable enterprise portal. The full range of services had to be provided in one solution to all clients in all countries: handling articles, request for changes, request for services, reporting, billing.

mimacom guided the customer through the whole process of the design, implementation as well as maintenance of a sustainable web portal (set up until now for Switzerland, Germany, Poland, Belgium as well as the Netherlands).

» Implementation of a new customer portal based on Liferay

» Access from a variety of devices such as PCs, laptops and mobile devices

» Integration with ERP systems e.g. SAP, ABS, Saperion, Salesforce

» Integration with international data and service infrastructure

» Role – specific access to data and information

» Continually updated information through interfaces to backend systems