BOYLE
SOFTWARE
A **Beyondsoft** Company

Improving business outcome using cutting-edge technologies to deliver better value to customers

At a glance

Industry
Refreshment services provider

Business problem
Initially a small time engagement to solve a bug issue, the client wanted to unify the entire technology over time

Expected goals
Resolve bug, design and execute the frontend experience, SAP commerce upgrade, unify the tech stack

Solution
Stabilizing the existing software leading to modernization of ETL and eventually helping to drive better ROI

Context

The client is an international B2B food and beverage supplier supplying office coffee and snack services. They are a leader in the space with a large team of customer service agents and warehouses. They were looking to grow their business after it took a hit due to remote working during the COVID pandemic. The engagement was a long-running 10-year engagement.

Business problem

As the company wanted to grow faster, an intractable bug affected the client's production system. The engagement led to improved trust and confidence in Beyondsoft's capabilities, which prompted the client to continue the engagement to maintain and enhance their eCommerce platform.

Expected goals

The key goals expected from this engagement were:

- Resolve catastrophic customer-facing bug
- Design and execute a complete overhaul on the site frontend
- Major SAP Commerce upgrade across major versions
- Unify technology stack across multiple business lines

Solution delivered

Beyondsoft delivered the following solutions to the client:

- The bug was fixed, which improved the website performance
- Multiple technologies were leveraged over the time that led to a complete overhauling of the frontend and reduced downtime of the website

Solution highlights

- Highly customized solutions, including improved processes for contract pricing and proprietary delivery network, which included upgrading the website three times over ten years
- Reduced the fulfillment and customer service strains associated with missing orders, leading to seamless operations and management
- Stabilization of existing software that was causing significant revenue loss with regular outages
- Modernization of ETL processes for real-time ERP to eCommerce data integration

Technology stack deployed:

- Frontend - Apache Web servers for JS/CSS/Images and Web Request balancing
- Backend - SAP Commerce (on premise), MSSQL Server 2017, SOLR search/nav

Outcomes of the engagement

The key outcomes achieved through the solution are:

More control over decision-making

The engagement led to delegating more responsibilities to Beyondsoft to future-proof the solution.

Improved user experience and better management of operations

The engagement improved business ROI due to a better website experience, unified technology stack, and streamlined operations across business lines.
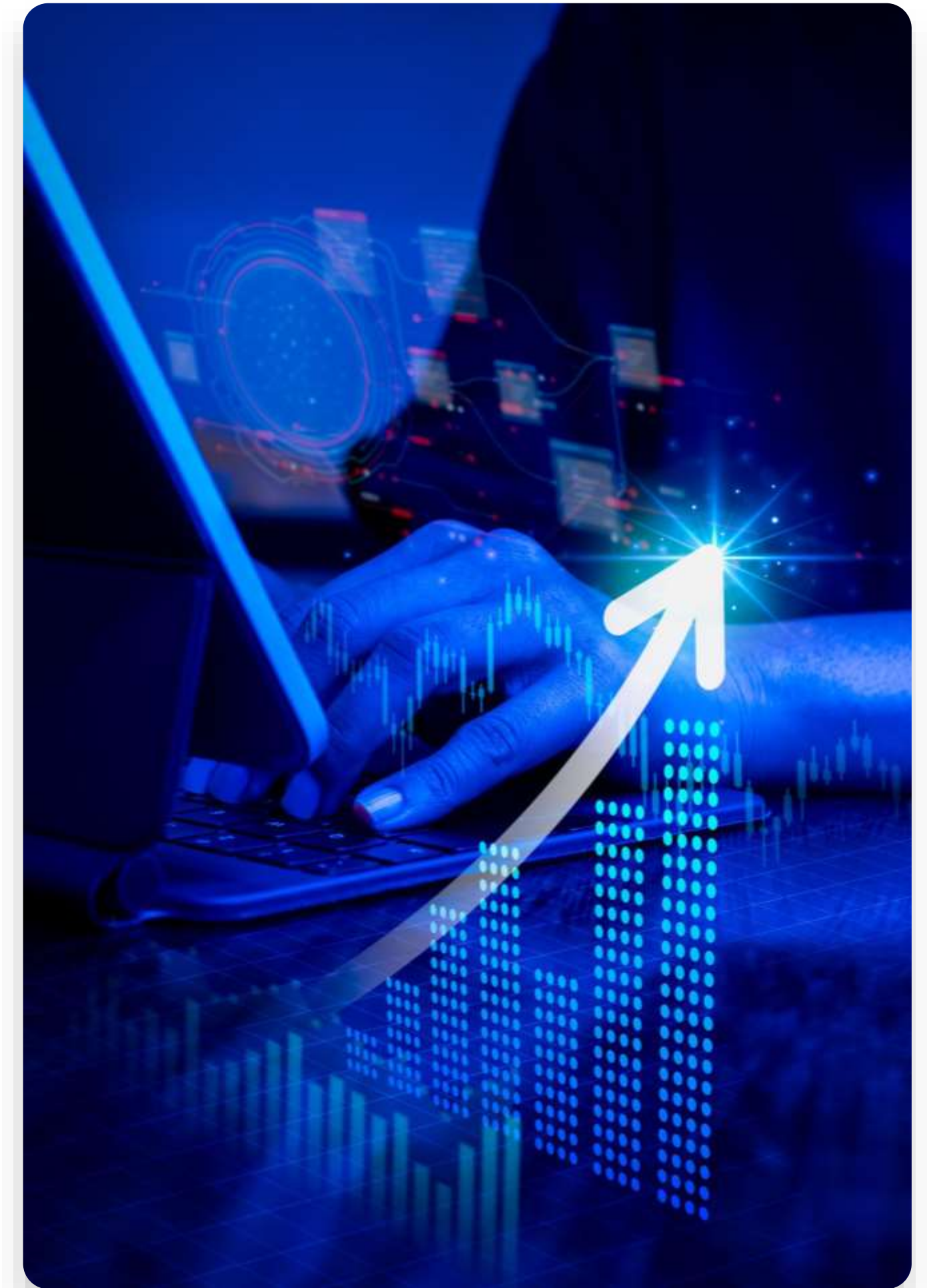
Key project outcome metrics:

18%
Improvement in website traffic

23%
Increase in user onboarding

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Since our founding 35 years ago, Boyle Software has been a company that is far more than the sum of its parts.

A subsidiary of global consultancy Beyondsoft since 2020, we pride ourselves on our highly skilled team, full of passion and knowledge for the latest design concepts and technologies.

Headquartered in New York City since 1995, we have operations in Europe and resources all around the globe - from Uruguay to Costa Rica, from Singapore to Thailand.