

# Development of B2B Integration Platform

## Overview

The client, a small start-up and creator of an out of the box solution for exchanging business documents, needed a way to quickly release its product without significantly raising its costs. Nagarro partnered with the client and co-developed the product, thus allowing the company to release the product in a timely manner while avoiding excessive development costs.

## Problem Description

The client, a small start up, was formed by several visionaries with the idea that businesses will one day routinely exchange information and documents electronically with their business partners. To meet that need, the company architected an application that would enable companies to quickly and easily build tailored connections to exchange a wide variety of critical business data in real-time. The company knew a wide range of businesses would benefit from its solution and needed to make the application universally compatible. The application needed to have a simple and easy to use single window or dashboard whereby business partners could customize, personalize, configure, and map their business applications. For example, the solution needed to allow suppliers to receive purchase orders and purchase order changes, generate acknowledgements,

submit advance ship notices and invoices, as well as scale to as many transactions as needed. Further, the solution needed to enhance real-time supply chain visibility, fulfillment performance, as well as scorecarding and business analytics. Also, it needed an automated workflow to share data and files across business communities in a secured way using any of the standard internet protocols. Finally, the application needed to be highly scalable without compromising on performance.

After reviewing the product requirements several conclusions were made. First, building such features would require the small start-up to undertake significant development under tight schedules. The company not only would be required to hire developers with expert knowledge on the latest technologies/platforms, but also would need to hire contractors for short-term engagements to integrate the application into customer systems. Second, due to spikes in demand for the product, it was difficult to determine the ideal number of contractors needed. The process of hiring and training would need to be repeated each time a new customer need arose. This process was expected to be not only time consuming, but costly. It was apparent the company needed a partner to co-develop the product.

## Solution

After interviewing over 20 potential product development partners, the client selected Nagarro as a co-development partner, based on its experience, proven history, and superior project management practices. To

help the client, Nagarro created a Platform team, an Application team, and a Q.A team to shadow and support the client's internal development efforts. By following its proven project management practices and working closely with the client's senior developers, architects, product managers, and project managers, Nagarro was able to seamlessly integrate into the client's development process. Next, to help the client with its client implementation projects, an Integration Services (I.S.) team was created. The team assisted customers properly set-up and utilize the application, integrate it with back-end systems, and make needed customizations.

## Benefits

- Ability to release undeveloped product in timely manner with limited resources by lowering entry barriers such as time-to-market and development costs
- Usage of flexible teams able to meet unpredictable project requirements while staying within budget
- Elimination of costly process of hiring and training short-term contractors
- Retained product knowledge as a result of implemented knowledge management processes