

CASE STUDY



Established in 2004, is a global end-to-end IT services & solutions company, which develops long-term relationship with clients by leveraging unique delivery models and expert frameworks.

Cloud Managed Services Support for a Bespoke E-commerce Company

About the Client

The client is a bespoke e-commerce company that has been operating in the promotional products and branded merchandise sector for over 15 years. They focus on creating custom promotional gifts tailored to the unique needs of their clients. They emphasize the importance of brand creation, aiming to make brands knowable, likeable, and trustworthy through innovative product offerings.

Executive Summary

The client wanted to streamline their operations and expand their business further. Therefore, they partnered with Techwave to help them provide Cloud Managed Services and support with Data engineering. Techwave provided a unique support model that included managing their Cloud infrastructure, Software Engineering and Data/Analytics services.

Featured Technologies



Vertical:

E-Commerce

Region: USA

Revenue: <\$100 Million

Key Challenges:

Siloed inventory and operations data, gap in security layer, and absence of enterprise-wide reporting.



Business Challenges

- ▶ Gaps in harmonizing client's content management data
- ▶ No visibility to client's inventory and operations data
- ▶ Security recommendations were not future proof
- ▶ Lack of cost savings initiatives (Microsoft Azure)
- ▶ Insufficient error logging (identification and resolution) mechanism
- ▶ Siloed data and absence of reporting capabilities

Techwave's Strategy & Solution

- ▶ Techwave provided a data and reporting strategy that is both cost efficient and aligned to their business needs
- ▶ Robust security framework has been put in place (multi-factor authentication, password policies and threat management)
Applying Microsoft Azure's recommendations, best practices, proactively monitoring and
- ▶ enhancing the security of Office 365 and Azure environments
Hub and spoke model to enable data requirements across all application systems—
- ▶ enhancing the e-commerce application layer
End user management optimizations
- ▶
- ▶ Ongoing cost efficiency initiatives

Business Outcomes

- ▶ Enhanced Sales and Supply Chain reporting by incorporating an analytical layer for these 2 domains:
 - ▶ Enhanced inventory visibility of on-hand, order, stock, and quick replenishment
 - ▶ Precise operations tracking based on production volume. Tracked and improved the productivity of the users and warehouse functions
- ▶ ~\$40,000 running cost saved in Azure by optimizing resources
- ▶ Minimizing the risk and protecting the organizational data by improving the security scores
- ▶ Improved productivity, better device management and cost efficiency by implementing Intunes
- ▶ Increased business agility, enhanced monitoring and diagnostics, improved performance and efficiency by enhancing the application layer



About Techwave

Headquartered in Houston, TX, Techwave provides Global Technology and Engineering Services and Solutions to more than 600+ clients across 5 continents. Our expertise in Data & Analytics, Software Engineering, AI/ML, Cloud Engineering Services, and Strategic Sourcing provides the end-to-end digital capabilities that empower our clients to maximize the value realization from their digital investments. Our CMMI Level 5 and ISO 9001:2015 certifications demonstrate our ability to deliver excellence to all our clients.



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