

## B2B eCommerce Plattform

### The task

The short-term development of a solution to manage and harmonise the data volume within the framework of a Europe-wide ad-hoc recall action. In addition, input and status reports were to be available quickly to all project partners.

### The customer

One of the largest consumer electronics companies in the world had to manage Europe's largest recall project. Millions of coffee machines had to be collected, repaired and returned to the customers in a short time (ad hoc). The selected logistics company commissioned BusinessCode.

### The implementation of the task

In close cooperation with the customer, BusinessCode developed a solution using the in-house IT toolbox (BCD suite), on the basis of which the customer could carry out returns and repairs as a standard service. The Express Logistic Platform was the solution.

#### **It:**

- collects shipping and status data (e.g. Track & Trace or repair status) from various partners and ensures data quality
- supports the repair process with several pillars
- inserts performance and management reports
- shows benchmark progress, bottlenecks and alarms

BusinessCode transformed its knowledge into a state-of-the-art global recall and repair solution by leveraging international real-life logistics projects and its expertise in handling large and complex volumes of data in a non-harmonized environment. Thus, BusinessCode supported the customer in all project phases.

Significant use was made of the components of the BCD Suite.

Thus, the user interface was developed using existing building blocks. This enabled rapid development, as screens did not have to be created from scratch.

In addition, multi-browser support (Chrome, Firefox, Safa-Ri, Internet Explorer) was used and rich client behavior was implemented to support efficient call center use.

### **The result**

With the know-how of BusinessCode, the complex ad hoc recall project in Europe was successfully completed. Immediately afterwards, the customer commissioned the development of a standard application for the management of recall and return projects. Time is money.

### **IT for future**

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