

## Client Profile

A \$ 24 billion maker of electronic components and computer hardware and peripherals.

# Leading Consumer Electronics Company Leveraging Enterprise SOA for Improved Customer Relationships and Sales

## Business Requirement

- Improve business agility: need to streamline the credit card processing system for their order to cash process to reduce delay and customer fallout
- Compliance (moving to standardized credit card processing process) - to enable internal controls around payment processing for both outbound & inbound expenses
- Reduce TCO for manual authorization & settlements every year

## Intelligroup Solution

- Intelligroup helped to employ a service oriented approach that integrated its SAP application to partners payment gateway applications and web service technology which enables faster authorization and settlement processes
- Integration with XI & payment gateway
- Establish connectivity with partners applications

## Business Benefits

- Laid foundation for additional e-commerce projects, the company **predicts sales increase of 7 – 9%**
- Improved customer relationships and sales
- Enabled an automated credit card process for customer and employee orders, reducing time spent manually entering and authorizing purchases
- Improved customer satisfaction, efficiencies in ordering processes, and reduced delayed or missed payments

**SAP ESOA Grand Prize Winner**