Krish Compusoft Services

Encouraging real-time insights into business processes to a reputed South African company through an intuitive mobile app & Azure solution

Industry:	Support Services Sector
Technology:	Android, iOS, Microsoft Azure
Country:	South Africa

Client Profile

Located in South Africa the client propels to provide a user-friendly and cost-effective solution to help businesses collaborate and enhance their quality management. Magnitude provides clients with a tool that adds value, provides real-time insight, and offers collaborative quality management functionality. The client however wanted to expand his business possibilities. The client wanted to render a mobile app that creates incredible real-time insight into various business processes, assisting internal management whilst ensuring that all parties/stakeholders are kept abreast of critical business activities. With the main objective as to improve services, increase turnover, and manage costs while clarifying the softer non-tangible elements within the business process the client approached KCS.

Challenges

Upon learning on the client's requirement, our team analyzed the business and concluded on the challenges that our team might encounter while providing the problem. We have found that the challenges were not only at the internal management level but it was lacking a proper medium for customer communication. Here are the challenges.

- Assisting internal management was a haphazard process.
- There was no real link between customer feedback and the client's business operations.
- The client was also facing problems in understanding the customer's demand adding time in the further processes.
- Lack of a proper medium for the customers to complain directly to the client.
- Cost-effectively improving services was a pre-eminent task of the client.
- Losing customers was unacceptable to the client's enterprise.
- The client was not able to unleash the important touchpoints of the business.

Features

- Performance Index
- Membership
- Service
- About Services
- Branch
- Service delivered by Activity Barometer

Table View

- Membership
- Service
- Branch
- Membership
- Customer Activity
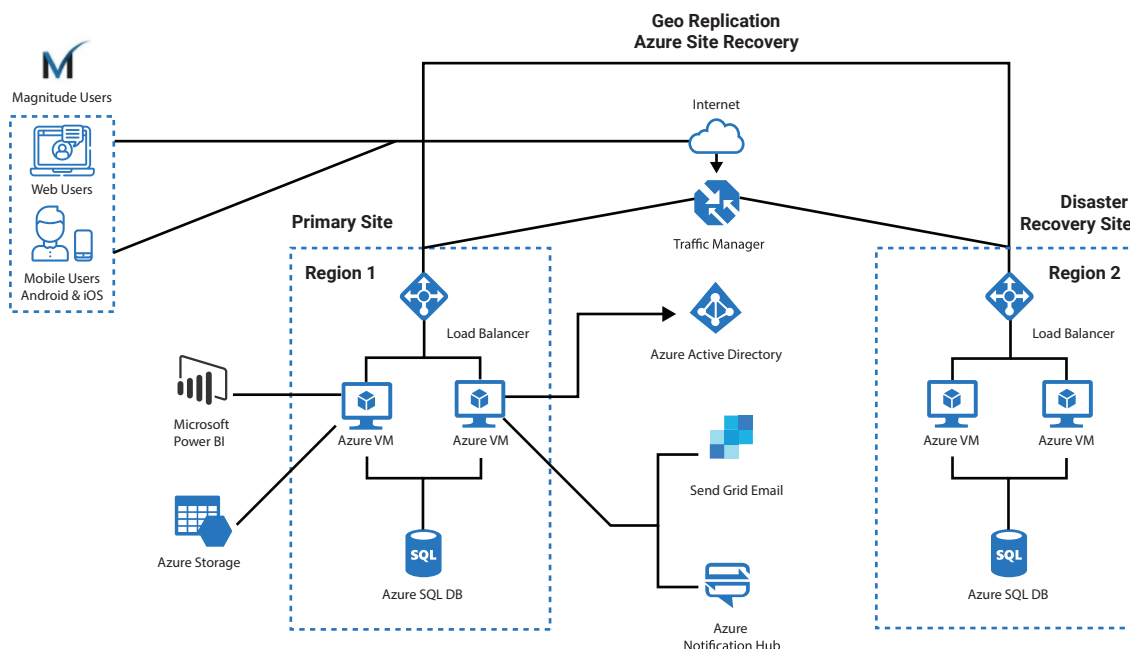- Sales Activity

Solution

We developed an intuitive mobile app for the client. Loaded with features like performance index, membership, customer activity, sales activity, and more, the app perfectly represented their establishment in a much desired professional manner. Here are the solutions in brief that we provided to the client.

- We developed a mobile application for the client that would represent their establishments professionally and succinctly.
- Critical issues are immediately escalated to the right person for instant recovery.
- The app enabled the customers to provide feedback within their comfort zone.
- The solution enabled simple widespread access to the information is available in real-time.
- The solution enabled both; internal branch comparatives and total industry analyses.
- The application incorporated the ability to analyze issues and see whether they are "once off" or "trends".
- It provided instant benchmarking in order to illustrate how the establishment stacks up.
- Our solution eradicated any paperwork or cumbersome administration automating the entire process.
- The solution encouraged both positive and negative feedback.
- we used the Microsoft Azure platform for the project.
- Our solution ensured that data collection is an ongoing process and not a shot in the dark.

Why We Used Microsoft Azure

We used Azure Traffic Manager with Azure Site Recovery for the business continuity. Azure Traffic Manager helped the client to control the distribution of traffic across application endpoints. Azure Load Balancer works at Layer-4 that provides high availability by distributing incoming traffic among healthy VMs. It monitors a given port on each VM and only distributes traffic to an operational VM. For disaster recovery services we used Azure Site Recovery. It helps to certify business continuity by keeping business apps and workloads running during outages. Site Recovery replicates workloads running on physical and virtual machines (VMs) from a primary site to a secondary location. When an outage occurs at your primary site, there will be failover to a secondary location and you can access apps from there. After the primary location is running again, you can fail back to it. Also, the recovery Azure site does not have any virtual machines or applications running prior to failover.

Magnitude Architecture Diagram

KCS Approach

We developed an astounding Mobile App that simplified various business processes and created real-time insights. It gave a seamless, pleasing platform to the customers allowing them to share their information like never before. It proved to be a win-win solution for both company and customer.

Impact

In this competitive business world, every successful company needs mobile apps and smart business tools to connect with customers and ensure that their business processes are effective and efficient. This is when our solution proves to be the best. Our stellar solution helped the client immensely by introducing the concept of Collaborative Quality Management through App while giving real-time insights into business processes.

Along with this, it helped the client to manage their costs and customers to genuinely express what they felt. The questions were positioned professionally. It also improved the response times of the client enabling them smart business opportunities for accelerating revenues. The solution helped the client understand their business processes and engage their stakeholders effortlessly.

Tech Stack

Android	iOS	.Net
MVC Architecture	Azure VM	Azure SQL DB
Azure Traffic Manager	Azure Load Balancer	Azure Site Recovery

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