Shinetech Software, Inc. | AMSolutions Case Study

Providing New Solutions to Support the In-house Communications

As Australia's largest drug chains, AMSolutions company needed an agile and reliable offshore outsourcing partner to meet the complex requirements. Shinetech rebuilt the old architecture and developed a series of solutions to make the communications between head office and branches easily and quickly.

SHINETECH
SOFTWARE

Providing New Solutions to Support the In-house Communications

The Client

Our client is in Australia - focuses on providing their customers with the most effective and efficient solutions for health, whilst providing advice and updated information. It has several brands, the Chemist Warehouse, My Chemist, My Beauty Spot, and ePharmacy. They continue to be at the forefront of internet pharmacy in Australia. They have over 500 stores located around Australia.

The Challenge

The client was managing product registrations, inventory and staff management using several separate systems, all of which were built years ago on currently outdated ASP technology. As it is hard to manage and communicate with branchs, the client wanted to combine their separate systems into one, upgrade the technology, and add new functions.

The client wanted a team who can provide the developers with high professional technology and delivery quality. So when they turned to Shinetech, they found all their needs.

The Solution

The client outsourced the maintenace and new enhancement work to Shinetech, while architecture and business process design were retained in-house. Shinetech built a team of three developers to work with the client's local PM and developers. At first we followed the client's requirements and developed well. After a short period, we changed our principle that we should guide our client to realize their requirements and expectations.

The client chose Shinetech based on our team's high delivery quality and good understanding of their products and requirements.

We share and discuss project plans and requirements, and maintain high development efficiency and high-quality deliveries. Our teams are always ready to put in the extra effort to ensure critical milestones are met. This was especially important during recent projects, when we helped the client reach their business target and enhanced our mutual trust.

The Technology

The system we've been working on for over three years has been developed in Microsoft .NET. The main functions include: communication management between head office and branches in different cities; inventory management module; and label generation and labeling for all products. Some other components and apps which help the client using the system comfortablely and easily are developed with high delivery quality.

The Result

The Shinetech team has successfully completed the rebult of the system. In addition, we added new functions including a communication management; and apps embed in the system to make the branches through a standard procedure. We have a deep understanding of the system and our client's related business logic, allowing us to deal with requirements and tasks quickly and efficiently. Shinetech is already working on new features for the next version, and our collaboration will continue a long-term.