Shinetech Software, Inc. | Global Client Case Study

Maintaining and Enhancing a Leading Automotive Parts Platform

Our client runs an online global marketplace for automotive parts dealers and consumers, supporting many leading manufacturers. When the client decided to update their platform to provide a better user experience, they turned to Shinetech to add enhanced features and take over maintenance responsibilities.

SHINETECH SOFTWARE

Maintaining and Enhancing a Leading Automotive Parts Platform

The Client

Our client provides e-commerce, online parts catalog software, and data solutions for the automotive industry. They run a global online marketplace for automotive parts dealers and consumers, supporting many of the world's leading automotive manufacturers, such as Nissan, Audi, and Volkswagen.

The Requirement

Many "big-brand" automotive manufacturers and dealers build their online stores on our client's platform, which uses an e-commerce legacy system that's been running for 15 years. To remain competitive, our client determined they needed to update the platform to offer a better user interface and experience.

The client's internal development team evaluated options based on their business needs and the current system. They recommended an overall rebuild and upgrade for the system, from the front-end UX to backend technology. Instead of completely rewriting or replacing the e-commerce platform, the client decided on a maintenance-driven modernization approach. This would not only save effort, but also ensure that previously built functions and valuable business knowledge would be reused.

The Solution

Maintenance and new enhancement work was outsourced to Shinetech, while architecture and business process design were retained in-house. Some streamlining would be required, as the platform had grown into a large suite consisting of three separate systems for part and accessory orders, order fulfillment, and electronic returns; user access to part information; and back office functions. The platform was very stable, with few open issues. Shinetech's task was to add new functions and perform preventive maintenance.

By outsourcing maintenance responsibility to Shinetech, our client has successfully freed up valuable internal resources to work on their modernization plan and new business requirements.

We built a team of five developers to work with the client's local PM and developers. We also selected five Java developers to receive additional training in ColdFusion and Railo, an open-source software for implementing CFML server-side scripting. This training was required because the client's system was built on ColdFusion (CFML), an older, niche technology. It was developed on j2ee-compliant platform.

The collaboration began with a two-month knowledge transfer period, including a knowledge acquisition phase focused on:

- Code/Application/System Review
- Technology
- Process understanding
- Navigation of existing system
- Familiarization with day-to-day maintenance routines

Knowledge transfer was followed by an assisted performance period, during which our development team worked under the guidance of the client. The team completed all assigned tasks, which lasted anywhere from one week to two months.

After two months of studying and working on the system, the team moved into the steady-state maintenance and development phase.

The Results

By outsourcing maintenance responsibility to Shinetech, our client has successfully freed up valuable internal resources to work on their modernization plan and new business requirements. This will help their e-commerce platform remain best in class and keep its market share.

Shinetech's team continues to work with the client's local PM and developers. Our team understands the client's working methods and operates seamlessly within the IT department. They've successfully completed the addition of new functions including coupon matching, dealer tracking, and data exchange with external systems.