

# Case Study



## Maintenance and Support Services to a Leading B2B eCommerce Service Provider

### Challenges

InSiteCommerce has customers from around the world who depend upon the platform for selling their goods and services. Although the system is robust and flexible enough to handle the requirements of these customers, sometimes special modifications are required. There are also occasional bug fixes that need to be carried out on the customer's website. The common issues faced by them are as follows:

- Order submission and timeout issues
- Quote confirmation e-mail displaying an incorrect total
- Images missing on review and payment page
- Delivery address not showing up on order confirmation page
- New categories not displaying properly
- General bug fixes
- Product refresh feature not working
- Tax calculations not updating in cart
- Error in the order submit section after the checkout page

### Solutions

Softweb Solutions provides maintenance and support services to the customers of InSiteCommerce. The customer issues are received through InSite's ticketing system - ConnectWise. The main requirement from InSiteCommerce's customers was and continues to be for customized dashboards. Here's a short list of the customizations carried out so far:

- Invoice history feature which includes order numbers, invoice balance, ship to column, open balance column and similar functionalities.
- Order history which removes the web order number.
- Sign in feature, includes ability to execute credit hold validation and display messages within the sign in page.
- Customized headers which have a quotes panel in the dashboard, basket page navigation in the header and a dealer directory link.
- Product details are displayed in customized formats. The "Add to Cart" and list fields are also customized based upon customer preferences.

### Business Benefits

Our client, InSiteCommerce, gets access to our team of software experts who can troubleshoot issues quickly and at a cost-effective rate. In the current setup, the customers of InSiteCommerce get their issues resolved or modifications made for their website by placing their requirements in ConnectWise.

The customers of InSiteCommerce get their issues resolved quickly because our developers have extensive experience in eCommerce solutions.



### Background

InSite Software is a major provider of B2B and B2C eCommerce solutions. The InSiteCommerce solution is used by over 1,000 customers globally and has emerged as one of the most popular B2B eCommerce platforms for organizations in the manufacturing, distribution and retail industry. It's a user-friendly eCommerce tool providing deep integration with a wide variety of business systems that includes ERP, CRM, CMS, payment gateways among other related services. InSite was looking for a partner with the capability to provide tech support to its customers.

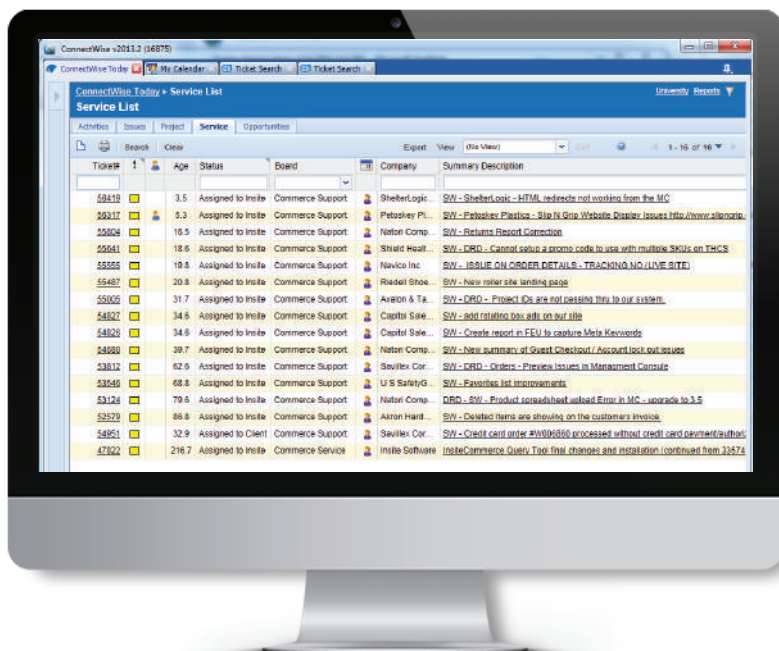
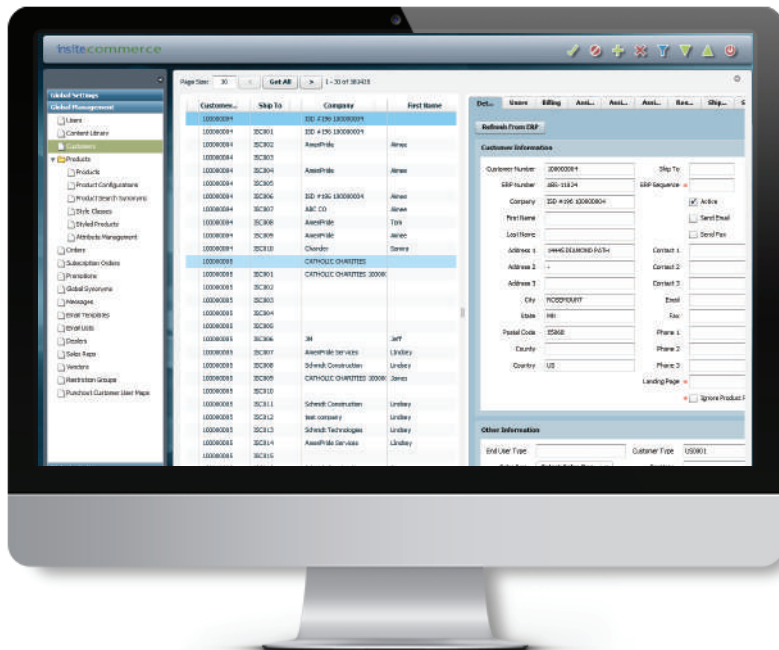
### DEVELOPMENT PARTNER

### SUPPORT SERVICES

### SITE CUSTOMIZATIONS

### BUG FIXES

### ENTERPRISE ECOMMERCE PLATFORM



## Summary

InSiteCommerce has customers across the world that depend on its eCommerce solutions to run their online businesses. As a certified InsiteCommerce development partner, Softweb Solutions develops, delivers and maintains enterprise B2B and B2C eCommerce sites on the InsiteCommerce platform.

## Contact Information



### Softweb Solutions

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## Technologies Used

- Database: SQL Server
- Architecture: ASP.net MVC3
- Language: C#
- Third Party Tool: NHibernate, Lucene Search Engine
- Web Technology: jQuery, Knockout.js, Adobe Flex
- Service: Payment Services, Rating Services
- Tools: Bing Translator, Google Translator
- Plugins: Adobe Flash Player
- Operating System: Windows 7
- Languages support: All major world languages