

FUTURISTIC B2B COMMERCE PLATFORM TO IMPROVE CUSTOMER ONBOARDING

Client - A British multinational telecommunications conglomerate



Our robust and futuristic B2B commerce platform for a global medical technology company, delivers improved onboarding and high security to healthcare institutions, Life Sciences researchers, clinical laboratories and pharmaceutical companies. The modular and scalable architecture provides the ability for customization, localization and quick rollout based on specific market needs.

50%

increase in customer onboarding

50%

reuse of investments in content and processes

The Objective



Develop a robust B2B commerce platform for healthcare institutions, Life Sciences researchers, clinical laboratories and pharmaceutical companies



Enhance efficiencies through improved business processes



Global rollout for timely introduction of program to geographies having strong presence



Global foundation and modular design leveraging existing investment in technology infrastructure



Adherence to defined budget and schedule

Key Highlights

- Best-in-class B2B commerce platform that is scalable, extensible, reliable and easy to maintain
- Seamlessly integrated, E2E solution with disparate internal and external back office systems including ERP, Procurement Systems and others across company locations
- High performance and highly secure system that is continuously improving
- 50% reuse of client's investment in content, synchronization, workflow and ERP
- 50% faster onboarding of customers through quick fulfilment of transactional requirements, leading to significant time savings and customer satisfaction
- Faster TTM by leveraging Infosys repository of requirement catalogs, test cases and accelerators
- Prioritized wave implementation of global platform with continuous integration, minimizing disruption to business
- Reduced TCO through consolidation of redundant tool set



Program Management



Performance Engineering



Program Management



Performance Engineering

For more information, contact askus@infosys.com

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