Bespoke Solutions for eCommerce Retail System and Enhancing Logistics

Summary

A big food distributor was struggling with slow orders and mistakes. Their systems didn't work well together. Customers couldn't pay easily or track their orders.

INTECH built a simple system that connected everything. Orders moved faster, payments got easier, and customers were happier.

About the Client

This client sells food to restaurants and homes across the US. They run a busy operation with lots of orders every day.

They needed a better way to keep up. Their old systems were slow, confusing, and caused too many problems.

Client's Challenges: Orders Too Slow, Systems Not Talking

The client's order system was outdated. Orders moved slowly from website to warehouse. Payment options were limited, and customers often didn't know where their orders were.

Different parts of the business couldn't share info quickly. That led to delays, mistakes, and frustrated customers.

Key Challenges:

Systems Disconnected
Orders, payments, and shipping were separate, causing confusion.

Orders Took Too Long
Slow order flow delayed deliveries.

Few Payment Choices
Customers couldn't pay the way they wanted.

No Tracking
Customers couldn't see where orders were, leading to complaints.

High Mistakes
Errors cost time and money.

Outdated systems made orders slow and painful for everyone, driving up costs and upsetting customers.

Intech's Solution: One Simple System for Everything

INTECH built a new system so orders, payments, and shipping all worked together. We used SAP Hybris so both business and home customers could order easily.

We added more payment options and connected FedEx so customers could see where their orders were. Now, the team and customers know what's happening in real time.

Here are the key features:

Single Order System

▶ All orders go through one platform, speeding things up.

Flexible Payments

▶ Customers can pay the way they want.

Live Tracking

▶ Customers see exactly where their orders are.

Instant Updates

▶ All teams see order status in real time.

Fast Returns

▶ Easier returns build trust and repeat sales.

Custom Fit

▶ System designed around how the client actually works.

Implementation process

We started by talking with everyone - warehouse staff, sales, and customer service — to find what slowed them down. We set up SAP Hybris, added needed features, and connected it to payment and shipping services.

We tested everything with real orders to catch problems early. Then we trained staff so they felt comfortable using the new tools.

Here is how we did it:

1. **Combining Old Info**
   Pulled data from old systems into the new one.

2. **Payment Setup**
   Linked FedEx tracking for real-time updates.

3. **Shipping Connection**
   Linked FedEx tracking for real-time updates.

4. **Staff Learning**
   Helped employees get confident with the new system.

5. **Smooth Switch**
   Changed systems without stopping daily work.

Business Impact

Right away, things got better.

The impact of our solution includes:

Orders processed much faster.	Customers paid easily and felt more secure.	Tracking reduced customer questions and worries.
The client saved time, cut costs, and kept customers coming back.		

INTECH's new system turned slow, messy orders into fast, smooth sales — making life easier for everyone.

Tools and Technologies Used

We chose tools that worked well together and were easy for the team to use.

- **SAP Hybris:** Ran orders for business and home customers.
- **Core Java & Spring:** Customized the system to match needs.
- **FedEx API:** Provided order tracking for customers.
- **Payment Gateways:** Supported different ways for customers to pay.
- **Real-Time Data Sharing:** Let everyone see updates instantly.