

## Case Study

*How a global industrial gas major customized and maximized its profit through online sales orders*



## Real-time sales order processing system for a global industrial gas major

### Business Situation

The customer, one of the frontrunners in global industrial gases, needed to maximize profit through online creation of orders; determine capacity of partner and enable faster and superior service for its customers. It also wanted to increase sales through online ordering by managing customer stocks and reduce cylinder holdings with partners.

### Mahindra Satyam Solution

Mahindra Satyam designed and developed the application in J2EE architecture using Struts, JSP, Java API, DAO Factory, and JDBC. The application integrates with SAP backend system. The design developed was scalable and the application was developed with features such as multilingual support, switchable fields & modules, custom tag libraries, context sensitive help and hot keys. Rollout was done in Australia, New Zealand, Poland and South Africa. Mahindra Satyam implemented the project in a record span of just six months.

### Benefits

- Enabled the customers of the customer to place orders online, manage their cylinder stocks, and make payments
- Reduced inventory and order processing costs for the customer, resulting in increased margins
- Faster turnaround of cylinders resulting in increased sales
- Faster deliveries and superior customer service