

# Simplifying End User Software Integration for a Global E-Commerce Provider



## ABOUT THE CLIENT

Our client is a leading global provider of digital commerce solutions for the retail, restaurant, and digital banking industries. As an early innovator in commerce experiences, they've been at the forefront of transactions that power the world since 1884.

They're recognized as the top global supplier of point-of-sale software in restaurant installations, as well as in the grocery+ category, which includes grocery, convenience, and drug stores.

## Challenge

Within their digital banking division, the client was looking for a way to streamline and enhance the user experience for the external marketplace where customers access their products, services, and capabilities.

Many of our clients' customers are small businesses that lack the IT resources to manage the integration and custom feature development needed when onboarding their software solutions.

To remove this barrier, streamline the integration process, and provide a better customer experience, the client sought a partner to help them develop a new and improved customer portal. This updated portal would allow customers to purchase products and access preconfigured APIs, or software development kits (SDKs).

## Solution

The client engaged Evergreen to create this revamped portal for their end users.

First, we developed a proof of concept (PoC) for the client to showcase the portal live to their customer base at a major annual banking conference.

After receiving positive feedback, we built the portal within the required timeframe and to full specification: a GCP-hosted application utilizing React JS, designed to be cross-browser and cross-device compatible, supporting web, mobile, and tablet platforms with authentication and SSO capabilities.

In the future, not only will this portal act as a marketplace, but it also has the functionality to do targeted marketing to customers and provide a community space for similar customers to collaborate. The client is also taking some of the most commonly sold/sought after SDKs and productizing those long-term product use cases that can support sales to customers.

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Client NPS, Double the Industry Average

2 Weeks

Ahead of PoC Build Schedule

100%

On-Time Delivery of Application Development