



## PROWESSIONAL PROWESSIONAL

# CASE STUDY

## A MANUFACTURER'S JOURNEY ON DIGITAL MODERNIZATION

## INTRODUCTION:

Our customer is a large farm sprayer equipment manufacturer based out of Indiana, distributing its equipment through a direct sales force of in-house dealerships. The customer wanted to migrate to Magento2 to streamline its order-to-cash process flow. However, they faced several challenges due to the need for in-house expertise. This case study will discuss how Prowess Software Services helped the customer overcome these challenges and successfully migrate to Magento2.

## CHALLENGES FACED BY THE CUSTOMER:

The primary challenge was the need for in-house expertise who understands the business and technology landscape. In addition, they needed expertise who quickly understood the technology challenges involved in such migrations and steer the team in right direction for a smooth migration.

The customer tried to migrate to Magento2 before but without the technical resource who understood the project, it was difficult to proceed.

## SOME KEY CHALLENGES

1. Customer faced app issue while migrating from Magento-1 to Magento2.
2. Issue with a process unable to pull files from a specific FTP server.
3. IT person with Mule knowledge left the organisation, limiting options to fix issues.
4. Factors considered while migrating to Magento2: integrating with ERP, data integrity, and meeting business requirements.

## PROWESSIONAL SOFT SOLUTION:

Our team was brought in to provide the customer with the necessary technical expertise for a seamless migration to Magento2. We worked closely with the customer to understand their business requirements and develop a migration plan that met their needs. After identifying and troubleshooting the issues, we resolved them within days. The customer was impressed with our quick response time and ability to address the initial issue promptly.





## CUSTOMER BENEFITS:

1. Improved Customer Experience: The user-friendly interface of the new platform improved the overall customer experience.
2. Standardization: The migration process helped standardize the customer's operations, making their processes more streamlined.
3. Optimization: The migration assisted in optimizing the customer's operations, resulting in increased productivity and cost savings.
4. Increased Efficiency: The new platform allowed the customer to automate several business processes, increasing efficiency and production.
5. Scalability: The new system was scalable, allowing the customer to handle increased orders and customers.

## SERVICES PROVIDED:

1. Guide the customer in migrating from Magento1 to Magento2 with not only applications integration, but went above & beyond in helping the customer perform E2E techno-functional and performance testing
2. Provided an architectural blueprint of existing applications and integrations as part of the solution practices and standardization of code promotion.
3. We re-designed and optimized Magento integrations, moving away from SOAP to REST.
4. As a result of migration, the customer adopted Mule 3 best practices, which led to a successful migration, achievement of target KPIs, and standardization.

We were awarded the Mule 3 to Mule 4 migration project and received appreciation for guiding them towards the right direction, although they decided to choose Mule 4.

## RESULTS:

The customer was able to migrate to Magento2 with our help successfully. The new platform enabled the customer to streamline their order-to-cash process flow and integrate their existing business processes with the new platform.



## CALLOUT:

Our team was able to successfully help the customer migrate to Magento2, overcoming the challenges they faced due to a lack of in-house expertise. Our quick response and efficient resolution to the initial issue helped build trust with the customer. We were subsequently awarded an initial contract of 3 months and an extension to migrate them to Mule4. We are proud of our work and the customer's satisfaction with our services.