

## Case Study: Source Scan Agency

### Client

Source Scan Agency is in the business of buying and sourcing a range of automotive spare parts and light engineering goods in the after-market segment. Based in India, Source Scan Agency is working as a vendor development company for buyers based in the United States, Europe, South Africa and South East Asia.

### Challenge

The project was unique because of its size and scope as well as for the complexity of the transactional nature of the exchange. Targeted towards global buyers and domestic Indian suppliers, the objective of the exchange was not only to improve the communication flow across borders but also to improve international customer service and organization of information. The project required ISHIR to design and develop functional and intuitive interfaces to simplify the transaction process that utilized tedious and expensive communication means.

### Solution

ISHIR designed and developed a web-based interface that could be accessed across borders using the internet. It provided distinct advantages of a web-based system (like Multi-user access), simplified multi-level user management/security, a zero installation process, centralized data storage, anytime-anywhere centralized administration and the ability for easy communication with the clients and partner/vendors. An offline facility for content management and reporting was made available. The solution enabled transparent and faster communication with traceable information flow. It improved customer service substantially.

### Technology

The solution was developed using ASP and was built on Windows Advanced Server and using Microsoft SQL Server as a database.

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### For More Information

For more information about ISHIR services and solutions, call +1 (888) 99-ISHIR (47447) or email [info@ishir.com](mailto:info@ishir.com). To access information using the World Wide Web, go to: [www.ishir.com](http://www.ishir.com) and [www.ishirdigital.com](http://www.ishirdigital.com).