



DEVELOPMENT OF CRM PORTAL FOR AN ENGINEERING DESIGN FIRM

About Our Client

Our client is a prominent engineering and design service provider in India, with over 700 employees of varying experience range and skills working across different industries like Oil & Gas, Manufacturing, Civil, Embedded Systems, etc. With over 6 offices in different geographical locations across the globe, our client is expanding their teams exponentially and penetrating new markets and product areas.

Scope /Challenge

Every organization needs a central CRM system to operate the organization ERPs efficiently. Our client expressed the need for a single web application which can have different modules like Timesheet and Invoicing data, HR processes like appraisals, onboarding, etc. employee lifecycle management processes like leave management, travel management, etc. sales management, etc.

The client already had old and separate ERP systems in place developed over last few hours. However, some of these systems are not able to integrate with each other causing multiple challenges. For example, every employee needed to remember multiple user logins for separate ERP systems, no synchronization between these systems, which caused them to have to enter same data multiple times, causing an unnecessary wastage of time. Most of the ERP systems were built on older technology and without scope of enhancing them.





Solution

TAAL Tech Software Development proposed to design a central CRM system using web development frameworks like Node.js and Angular 2 to develop a single Intranet web-interface, where data of different modules can be maintained and below features:

- Secured access authentication with Microsoft 2FA authentication
- Separate single page load web pages for fast reloads
- Fast and Attractive UI as per customer's company colour and font styles
- Responsive to screen size of different devices accessed from
- Rest API development to seamlessly integrate with other applications

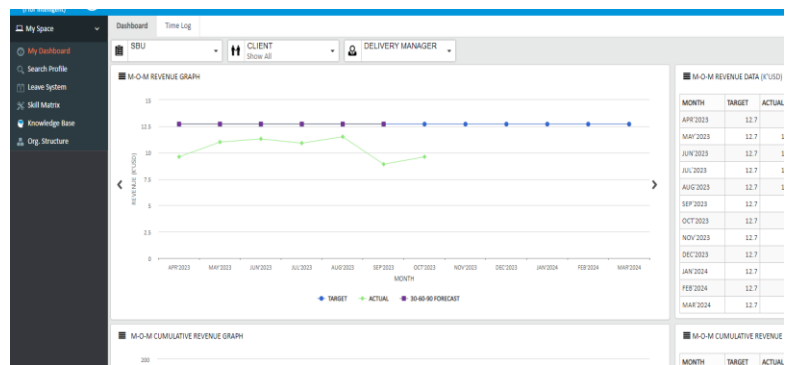
The idea was to enable data from one module to be utilized for other modules also as applicable, perform data analysis to build dashboards and charts for excellent data representation, provide alerts and notifications for important events like filling timesheets on time by the employees, and many other benefits.

The technology stack was used to develop the solution: **Angular 2, MySQL, Node.js, JIRA, Rest APIs, MS Azure**

The team that worked on this project comprised of 6 members, which comprised of Front-End and Back-end Developers, Test Engineers, DevOps Engineers.

Results Delivered

TAAL Tech Development Team was able to develop all the requested modules, with proper access management based on different user profiles. The system is now used by all employees within the company for their daily organizational activities, and they must remember only one password that is also synced with their Active Directory. The application was secured with 2 step Microsoft OAuth authentication to prevent unauthorized access.



About TAAL Tech

TAAL Tech is a niche Engineering and Technology solutions provider serving global corporations in their pursuit for faster innovation. Our vision is to be a leader in providing innovative, high value engineering & technology services to global corporations. Meet our team and learn more about us.

