



Comtrade
Three-Sixty

CASE STUDY

Customer portal for a manufacturing
and integration provider in Texas USA

At a glance:

Our objective was to enhance and expand the existing Customer Portal built on a codeless platform.

Leveraging our expertise and strong performance, we set out to establish a long-term partnership with one of the world's leading OEM system integrators – renowned for designing and manufacturing custom-branded hardware appliances, including servers, storage arrays, and rack systems.

Industry

IT Services & OEM
System Integration

Client

CCIntegration (CCI) is a U.S.-based OEM systems integrator founded in 1985, specializing in the design, manufacturing, and deployment of custom-branded hardware appliances.

Headquartered in San Jose, CA, with facilities in Plano, TX and Nijmegen, Netherlands, it serves global software-centric clients across industries. CCI provides end-to-end services – from product design and branding to warehousing, logistics, and technical support. The company partners with major OEMs like Dell, HPE, Lenovo, Supermicro, and Intel. Its clients operate in sectors such as AI, medical IoT, cybersecurity, video surveillance, and storage.

CCI emphasizes flexibility, speed-to-market, and long-term partnerships with customers. Recognized on CRN's Fast Growth 150 list and awarded by Dell EMC, the company is known for its quality and innovation. CCI continues to invest in automation, facility expansion, and edge-compute infrastructure to support global growth and next-gen hardware delivery.

Project goal

The primary objective for our team of experts was to take over the existing partial implementation and conceptual drafts of the customer portal and transform them into a fully functional, production-ready solution that meets the client's business needs and end-user expectations. This involved not only completing the technical development but also deep understanding and refining the customer's requirements through continuous interaction and feedback sessions. Close and proactive collaboration with the client's management and key stakeholders was essential to ensure that every aspect of the portal aligned with their vision for an intuitive, customer-focused ordering platform.

The Comtrade 360 team played a pivotal role throughout the project lifecycle, providing leadership in analysis, solution design, development, and iterative improvement. By maintaining constant dialogue with the client, our team ensured that the portal evolved to address real-world business scenarios and user requirements, resulting in a reliable and user-friendly ordering system.

The Challenge

One of the most significant challenges we faced during this project stemmed from the technological choices made prior to our involvement. The customer's existing solution included a partially implemented frontend developed on a codeless platform, which introduced limitations in flexibility and required our team to adapt quickly to an unfamiliar toolset. Additionally, the project architecture involved integrating this frontend with a Business Process Automation tool serving as the middleware, and Acumatica ERP as the backend system.

CASE STUDY

Domain

OEM system integration – design, manufacturing, logistics, and deployment of hardware platforms tailored for software solutions

Technology

- Codeless platform (BPA Applications Platform)
- .NET/C#
- JavaScript
- MS SQL
- HTML
- CSS

Results

As a result of our dedicated effort, effective collaboration, and technical proficiency, we successfully delivered a fully operational customer portal that met all the client's requirements and quality standards. The delivered solution provides a streamlined and user-friendly interface for customers to manage their orders, supporting the client's business objectives and enhancing customer satisfaction.

This successful delivery not only fulfilled the immediate project goals but also strengthened our partnership with the client, laying the foundation for future collaboration and additional projects that build on the trust and value established through this engagement.



info@comtrade360.com
+1 617-546-7400
comtrade360.com