



CASE STUDY



Eastern Enterprise has designed and developed various web applications for CY5, a company which supports organizations that face challenges in service, loyalty and enthusiasm.

About CYS

CYS provides companies with support in meeting challenges concerning service, loyalty and enthusiasm. CYS helps companies identify grey areas in their service and customer relations and orients it to be company customer centric by conducting questionnaires and surveys, by analyzing results and helping them implement the feedback.

Project Challenges

Knowing what the client wants is the key factor to success in any type of business. CYS creates a questionnaire module for various clients from different domains. They wanted to develop a system which would adapt to various domains. The end users would use this system to manually create a questionnaire, conduct surveys, generate reports thereby making them more customer-centric.

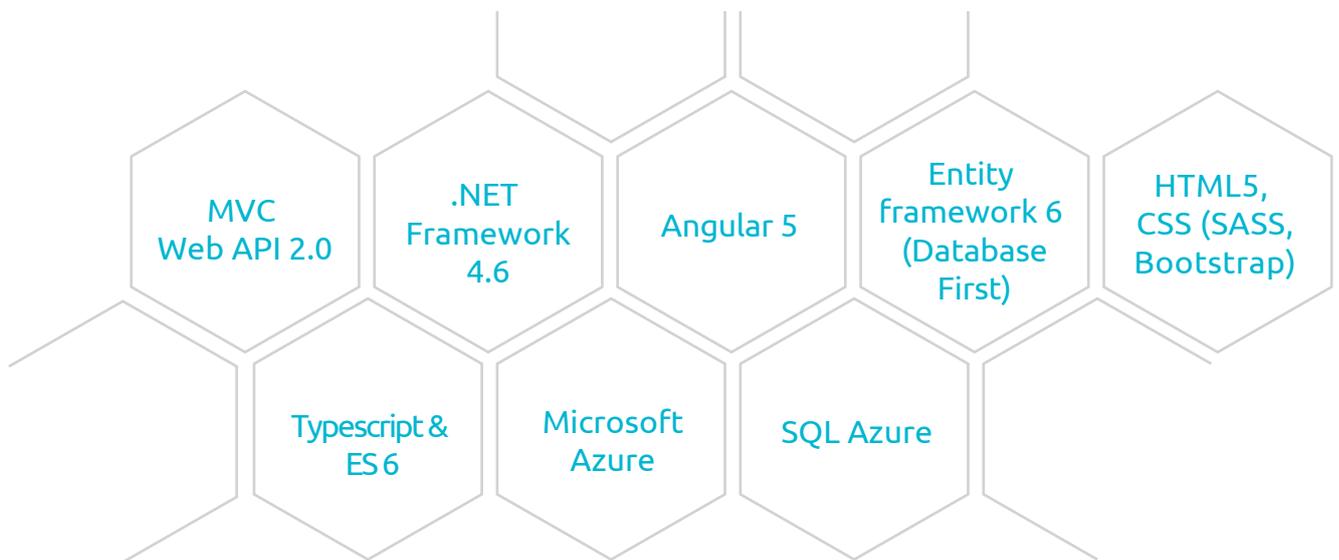
Since the client's requirements were highly specific, we faced certain challenges during the course of the project. The questionnaire for different domains had to be created from scratch. This process was time consuming where complete structures were required to be modified for very small changes.

Our Solution

- Development of user management module, portal management.
- Implementation of multi tenancy.

- Development of questionnaire module
- Linking their portal with IRIS mobile app.
- Implementation of Azure B2C and other Azure functionalities.
- Ability for individual tenants to choose the location for data storage.

The solution was built using the technology stack.



Eastern Enterprise made the existing CYS data collection and analysis process simpler by developing a questionnaire module which would be used by the end users to make questionnaire, collect data, and generate reports.

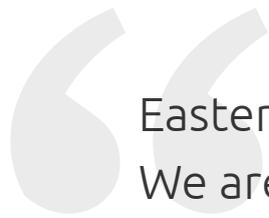
End Result

- The client was happy with the product that was delivered.
- As the end users do not rely on CYS to generate each questionnaire.
- The end users from IRIS can work more easily and hassle free.

- Better connection of the portal with the IRIS mobile app.
- With the solution Eastern Enterprise provided and developed i.e. multi tenancy, the system is now more easy to use.

Key Benefits

- The portal has been developed for multi tenancy.
- CYS and end users can create questionnaires more easily.
- The portal now supports making questionnaires independent of which domain they belong to.
- The development of a base structure of question pages has helped reduce the time it takes to make each questionnaire.
- Better UI in terms of creating a questionnaire.
- Support for multiple roles and access rights.



Eastern Enterprise team understands the way we work
We are working together as a team which is working
very well and we are planning to doubling the team.



Taco van der Pompe,
CEO & Founder, CYS

About Eastern Enterprise

Eastern Enterprise is a Dutch IT service company that specializes in crafting software solutions for startups and S&M enterprises. We are a 250+ strong team of passionate technology artists servicing over 100 clients across Europe to create software solutions that are robust, creative, modern, user-centric, logical and secure.

We specialize in software product development, mobile app development and custom application development for startups. With our mature quality processes, agile development approach and unique engagement model we deliver bespoke solutions for all your business needs.

We work as a trusted technology partner to provide end-to-end solutions for all your software development requirements. We don't simply develop solutions, we craft them for your specific business needs using cutting edge technology platforms.

For more information, please visit:

<https://www.easternenterprise.com>