



CASE STUDY



Eastern Enterprise has designed and developed various web applications for CY5 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 understands the ins and out of a company, help them in understanding the grey point, making the company customer centric by conducting questionnaire survey, collecting and analysing results and helping them to 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 client from different domains. Hence, the client wanted to develop a system which can adapt with various domains and has the ability to create multiple domains. The end users can use this system to manually create the questionnaire, conduct surveys, generate reports and help them in making 100% customer centric.

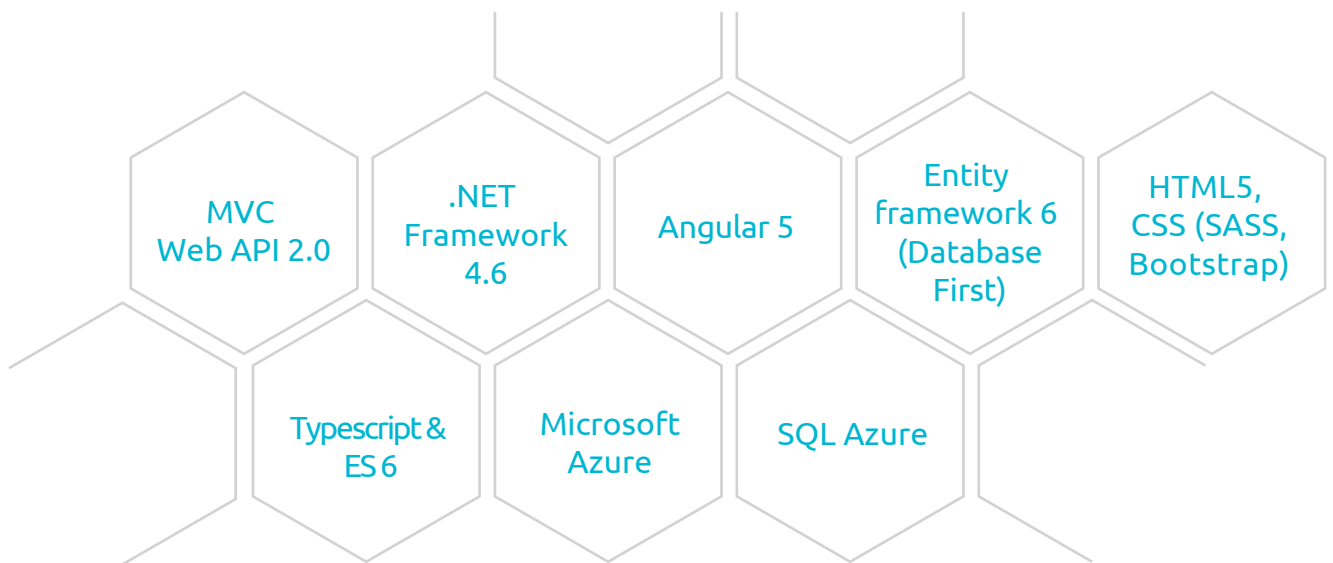
Since the client's requirements were highly specific, we faced certain challenges during the course of the project. The questionnaire for different domains had to be created from scratch. This process was quite time consuming and for every small changes the complete structure had to be changed.

Our Solution

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

- Development of questionnaire module
- Linking of portal with IRIS mobile app.
- Implementation of Azure B2C, and other Azure functionalities.
- Possibility to choose location for data storage by individual tenant

The solution was built using the technology stack.



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

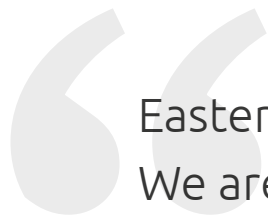
End Result

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

- Better connection of 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.
- The CYS and end users can create questionnaire more easily.
- The portal now supports making of questionnaire independent of domains.
- Development of base structure of question pages has helped in reducing the time for making 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 services company specialized in crafting software solutions for startups, small & medium enterprises with passion and dedication. We are a strong team of 250+ technology artists helping 100+ clients across Europe in creating software solution that are robust, creative, modern, user centric, logical and secured.

We are specialized 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 ensure that we deliver perfect solution for all your business needs.

We work as a trusted technology partner that provides end-to-end solutions for all your software development requirements. We don't just develop solutions but we craft them for your custom business needs using the cutting edge technology platforms.

For more information, please visit:

<https://www.easternenterprise.com>