

Cloud-based CRM/SFA for SMEs

OVERVIEW

- **Country:** Japan
- **Service:** Cloud Development
- **Solution:** CRM
- **Technology:** ReactJS, React Native, Java Spring Boot, AWS Micro Service, Elastic Search, Amazon Aurora, PostgreSQL
- **Duration:** 11 months
- **Scale:** 1000 man-months



HIGHLIGHTS

01

Comprising 15 business micro-services hosted on the AWS cloud platform, serving as web services and mobile apps. Additionally, an OCR-based customer information scanning application supports the sales team's daily operations.

02

This project, requiring nearly 1000 man-months of work, was accomplished within a year with a team of over 100 members, all during the challenging period of the COVID-19 pandemic.

03

Luvina's involvement spanned from initial design to infrastructure setup and eventual release.

Luvina partnered with a prominent IT service provider in Japan to revolutionize their CRM system for small and medium enterprises (SMEs).

CASE STUDY

CHALLENGES

Highly challenging requirements from customers:

- Our customer expected to cloud their existing system into 15 microservices, each requiring seamless independent operation while maintaining connectivity.
- Unique requirements for near-instant data restoration in the event of technical issues. The inherent intricacies of microservices posed challenges in efficient data recovery.

COVID-19 impact:

Furthermore, the project also faced unprecedented challenges: implementation during the COVID-19 pandemic, requiring the entire team to work and live at the company during the entire period of the project implementation. This creates a big challenge for our logistics team who need to take care of daily activities for all project team members 24/7 throughout the working process.

SOLUTIONS

EXPERT CONSULTATION

2



1

To tackle the challenges of complex data flow, we brought in experts for their insights and innovative solutions. With expert insight, we were able to develop a strategy to overcome data recovery problems in a microservices environment.



COMPREHENSIVE LOGISTICS

Implementing a comprehensive logistics system to accommodate pandemic-related restrictions, ensuring the well-being of over 100 team members working in two shifts at the office. This included provisions for electricity, water, meals, and other necessities, ensuring a conducive working environment despite pandemic constraints.

ACHIEVEMENTS

01. Effective data recovery:

The seemingly insurmountable challenge of rapid data recovery in a micro-service environment was effectively solved, exceeding initial expectations. Customers now have a system that not only provides advanced functionality but also can recover data from technical problems.

02. Stringent quality standards:

Maintaining rigorous quality standards with a remarkable 0.7% error rate, signifying a maximum of 0.7 bugs in 1000 lines of code, meeting and surpassing customer expectations.