



# Delivering Excellence in Custom CMS Software Maintenance

## HIGHLIGHTS

### 01 MULTILINGUAL CAPABILITY

Luvina researches and proposes solutions to deal with difficult and complex technical issues such as: The problem of receiving data from external systems and importing daily to SFCC

### 02 FROM ZERO TO SYSTEM MASTERY

In a short time, the Luvina team tried to research and learn from knowing nothing about the system to being able to work smoothly with the system.

### 03 EARNING TRUST OVER LARGER COMPETITORS

After working in parallel between Luvina and the partner from India, the customer increasingly trusts Luvina and plans to give us more projects.

## OVERVIEW

In just 3 months, Luvina has ensured that the customer's custom software no longer faces serious technical issues.

The product is a content management system for websites, providing modules for managing images, files, and databases.

Luvina's role involved meticulous testing and bug fixes, ensuring timely project releases for end-users. During this project, Luvina maintained task progress and met customer requirements.

- **Country:** Japan
- **Service:** Maintenance
- **Technology:**
  - Back-end: JAVA, JSP
  - Database: Maria DB/MySQL
  - Front-end: HTML, CSS, Javascript, ReactJs
- **Scale:** 3.5MM

## ABOUT CLIENT

Our client stands as the number one CMS provider in Japan. They required additional personnel to handle tasks on time. They worked concurrently with multiple offshore partners, including Luvina and partners from India.

After this collaboration, the client recognized Luvina's capabilities and entrusted us with more projects.

## CASE STUDY

### DIFFICULTIES

This is a newly customized product, tailored to end-user preferences. Both the customer and Luvina were not fully familiar with its business processes.

### REQUIREMENTS

- Timely response to customer requests.
- Ensure the degradation rate falls within project limits.

### SOLUTIONS

#### Strictly Work Process Adherence

# 1

Luvina scheduled detailed work plans to meet customer tasks. With a strong sense of responsibility, we committed to processing tickets within the agreed time frame.

#### Research and Document Alignment

Neither Luvina nor the customer fully understood end-user operations, making internal training challenging.

To meet customer requirements promptly, Luvina chose a solution closely aligned with the product design. This ensured that the product was delivered exactly as approved by the customer and within the delivery timeframe.

# 2

### ACHIEVEMENTS

During the project, Luvina consistently maintained task progress despite facing several business-related challenges. Furthermore, Luvina ensured the final product's quality, avoiding any degradation issues. The customer increasingly trusts Luvina and is gradually becoming a long-term partner of Luvina.

In the ever-evolving landscape of digital content management, Luvina Software stands as a testament to the value of expertise, dedication, and customer-centric approaches. This project exemplifies our ability to turn challenges into opportunities and solidify relationships that last.