



Case Study

Developing a business communication app for
a US-based client

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Developing a full-fledged business communication app and messaging system for a US-based client



Summary

The ERP team at Oodles Technologies successfully developed a business communication app and messaging system for a leading IT service provider in the US. The IT services giant had teamed up with our ERP experts to design and develop a full-fledged messaging solution. The solution was designed in a way to facilitate seamless business communications between the client's vendors, partners and internal workforce. With powerful features such as real-time messaging, task conversation and case conversation, the app enables business users to collaborate on assigned jobs, cases, or project tasks.

Industry

IT Services

Users/customers

Vendors, Distributors, Corporate Partners, Internal Staff/Employees

Technologies

Angular, Node.js, React Native, Redis, ElasticSearch, PostgreSQL, AWS Cloud Services

Team members

8 Oodlites

Challenges

Our client has a global presence in 100+ countries worldwide while being majorly operational in Europe and the American subcontinent. Serving as IT infrastructure manufacturer and software vendors across 100,000 business locations, they lacked a robust messaging infrastructure to support millions of user conversations. Furthermore, they wanted to develop a centralized messaging system with multi-platform support that would adequately interconnect different software systems. Another challenging task was to implement global search features within the messaging app similar to Microsoft Teams. Below are some of the features requested by our client.

Solution

A team of 8 ERP professionals from Oodles worked on this project and delivered the solution in a phased manner. The team comprised of a senior project manager, 1 UI/UX designer, 2 backend developers, 3 frontend developers, and 1 QA engineer. The team worked on the following tech stack to develop a cross-platform messaging app for Android and iOS. Here's how we helped our client achieve the features and functionalities that were requested.

1. Frontend Development

There were three dedicated resources for frontend development and the team mainly used the Angular framework.

2. Mobile Frameworks

Our team used React Native to develop the 'Serviceo' mobile app to support both Android and iOS platforms.

3. Backend Development


Two dedicated resources were deployed for backend development who used the Node.js framework and JavaScript-based technologies to build the backend interface.

4. Database

The backend team used three main database management systems viz. Redis, Elasticsearch and PostgreSQL.

5. Cloud Technologies Used

For cloud deployment, they used Amazon Web Service (AWS) technologies like Amazon Elastic Container Service (ECS), AWS Lambda, Amazon Simple Queue Service (SQS), AWS Simple Notification Service (SNS).



Results

Using the aforementioned tech stack, the Oodles' team developed a centralized messaging infrastructure that could be used for facilitating seamless communications across multiple business platforms. The backend was connected to the clients existing website and offered centralized messaging services to different business users. The 'Serviceo' app is now available for downloads on both Google Playstore and iOS App Store.

About Oodles ERP

Oodles ERP is a software services company that offers complete enterprise software development services with a focus on implementing next-gen technologies. With a proven track record in custom ERP development, we have successfully completed 50+ software projects related to CRM, HRM, inventory/warehouse, eCommerce, supply chain, and logistics. We are mainly focused on helping startups and small-to-medium enterprises to achieve digital transformation through cost-effective ERP software solutions.

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