



Government Supply Chain Ecommerce Expedites Order Processing and Efficiency

Challenge

The Executive Office of the US Government wanted to improve its supply chain solution for internal product ordering, approval, and tracking management. They contracted with Eminent IT, a technology consulting firm specializing in working with government and modernizing the customer experience of both citizen-facing and internal services by replacing obsolete legacy applications, systems, and business processes. The US Government needed a new system to improve its supply chain ordering online, delivery of products, and tracking.

Solution

For the Executive Office of the US Government, Eminent IT assessed several tools and selected Virto Commerce for the eCommerce supply chain solution. The team implemented Virto Commerce as the interface to manage the supply chain and all product orders that is sourced and pulls from multiple organization to fulfill product orders.

To improve the supply chain ordering process and tracking, the Executive Office of the US Government wanted an improved eCommerce system customized to accommodate their approval and tracking process business requirements.

First, the team examined the business processes and customized the platform to fit the government purchasing process. As a result, the team built a custom theme on top of the framework to modify check-out processes to add approval steps so orders can be routed to necessary channels. Tracking modules were built onto the admin panel in order to track financials, including order history and orders by division, with the ability to track by monthly basis and fiscal year.

Because of this customized workflow process, Eminent IT provided the customer with specific training and supporting documentation around how to use process.



Eminent IT Chose Virto Commerce

After a thorough technology assessment, Eminent IT selected and recommended Virto Commerce for several reasons, including the fact that it was built on Microsoft .NET technology, which is compliant with government agencies.

Opensource: The solution needed an opensource technology that is extendible, configurable, and provides access source code to customize and cater to business needs.

Faster Implementation Out of the Box: No other out-of-the-box (OOTB) solutions matched the project requirements like Virto Commerce. With Virto Commerce, Eminent IT could meet about 80% of the requirements with no customization, so the client team only had to customize 20% of the solution, which significantly saved time and money.

Security with .NET: Because Virto Commerce is built on the Microsoft Technology stack, the government IT team was comfortable working in and securing the .NET system.

Modern Shopping Experience: Additionally, Virto Commerce provided a modern-ecommerce user interface with attractive styles that appealed to the client. The government client was specifically looking to implement an end-user shopping experience similar to Amazon or Best Buy, and Virto Commerce was the closest solution to match these user experiences.

“We chose Virto Commerce for the Executive Office of the US Government supply chain solution because it is the only platform that could meet our business user requirements to provide the modern eCommerce shopping experience we wanted, as well as the technical requirements of being customizable, flexible, secure and built on a Microsoft .NET technology stack.”

~ Isaac Barns, Vice President, Eminent IT



Implementation

The entire project implementation took nine months. The team divided the work into an agile process with three-week sprints. An initial Beta project released after five months to 40 people, with a gradual rollout to three units of 200 people, and finally to a total of 11 government organizations to serve 5,000 users.

Development was smooth throughout the process, and the Eminent IT team only needed a few consultations with Virto Commerce for implementation assistance.

Result

The final product is a transformed Supply Chain Shopping System, and the Executive Office of the US Government client received with extraordinarily positive reviews – in short, the client loved the solution.

When we presented the solution, the client gave a standing ovation for the system and the implementation team because the new system is drastic improvement and transformation from their old system and process. Feedback from the 5,000 users has been highly positive, as they are reportedly thrilled with the design, ease of use, and efficiency of the new and improved supply chain solution.