



**CASE STUDY**

# **ENTERPRISE WEB APPLICATION – PROPERTY MANAGEMENT SOFTWARE**



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## ABOUT CLIENT

The client is an international property consultant providing comprehensive services to commercial lenders, property owners, government agencies, and many Fortune 500 companies.

## BUSINESS REQUIREMENT

The client wanted to revamp their existing web portal and required additional functionalities that would help them configure and customize the order request forms. The client needed a cloud-based platform to help the end customer place service requests through dynamic order forms which would subsequently get categorized by a middleware system and further reviewed by the client's sales admin (status update – approved/pending et al.).

Requirement specifications:

- Assign and manage role-based user access
- Create customers
- Set up detailed order forms for customers
- Upload order specific documents
- Place orders
- Allow customers to see the order requests they place
- Allow customers to edit an order before it is accepted by the client & update accordingly
- Email the order notices multiple recipients
- Approval option for orders by the client's Sales staff

## CCS SOLUTION

CCS addressed the client's requirements and developed a web application with the following features:

- Developed using microservices architecture.
- Hosted on Azure using server-less computing model for scalability and cost effectiveness.
- Super admin control for the client.
- Role-based access for customers and the client's sales staff.
- Admin can create new customers.
- Admin to configure customers' order templates.
- View order details.
- Customers can fill up order forms, attach documents and submit orders for review.
- Sales staff can review the order and accept/reject.
- Customers can raise edit order requests for an order, if allowed by sales staffs.

## BUSINESS BENEFITS

- Configurable, service-based order forms can be assigned to multiple customers.
- Easy to on-board and manage client users.
- User friendly interface for customers to place orders.
- Facility to review and monitor order requests placed by customers.
- Integration with ERP system to enable order category classification.

## TECHNOLOGIES USED

- Node.js
  - Angular
  - MySQL
  - Microsoft Azure
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