



Business Case Study & Report For IPS Auto Parts

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Presented by
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Company Overview

Rishfotech is a Kolkata-based IT company specializing in web development, mobile apps, and e-commerce solutions. We provide scalable technology, digital marketing, and dedicated developer services to diverse industries. Our mission is to drive business growth with innovative, cost-effective, and result-oriented solutions.





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Challenges & Objectives

IPS Auto Parts needed a resilient, flexible platform that could support their extensive automotive parts supply chain, with features like real-time customer engagement, role-based access, and secure data management.

Challenges

- Scalable Laravel Platform
- Advanced Role Management
- Real-Time Chat
- Secure Data Handling

Objectives

- Comprehensive Order System
- Enhanced Customer Interaction
- Secure Role Access
- Optimized System Performance



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Problem Statement

01

Real-Time Chat

Build a live chat system where customers can initiate inquiries and receive instant responses.

02

Role Management

Implement access levels for Admin, Agent, and Super Admin to streamline operations securely.

03

Data Security

Ensure all customer interactions and inquiries are stored and managed with high-level data protection.

Proposed Solutions

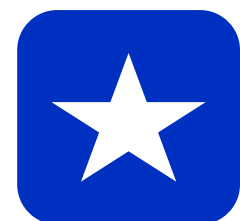
Points	Objective	Key Feature	Outcome
● Role-Based Access	Secure and efficient management	Multiple user roles (Super Admin, Admin, Agent)	Improved security, streamlined operations
● Real-Time Communication	Enhance support and engagement	Chat system with email alerts	Faster response times, higher customer satisfaction
● Scalable Architecture	Support growth and increased users	Laravel + API architecture	Reliable platform, flexible for future updates
● Performance & Security	Ensure safety and fast operation	Server hardening, optimization	Better uptime, scalable performance

Our Approach



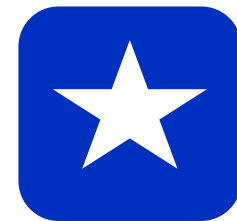
Laravel Backend

Developed a robust backend structure with secure, role-based access controls for seamless management.



API Architecture

Built a scalable API system to manage inventory, orders, and data synchronization efficiently.



Real-Time Chat

Integrated instant messaging functionality with email alerts to enhance customer support responsiveness.

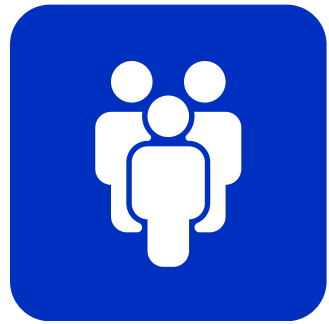


Performance Optimization

Ensured smooth platform performance through database tuning and secure server configurations.



Client Feedback and Improvements



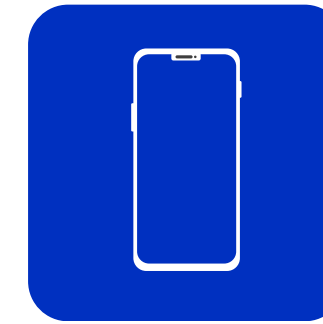
System Flexibility

Clients appreciated the platform's adaptable design and enhanced security features.



Customer Support

Real-time chat significantly improved response times and client engagement.



Workflow Efficiency

Role management streamlined operations and prepared the system for future scalability.



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Services Delivered

Rishfotech successfully developed IPS Auto Parts' platform, ensuring a robust Laravel system, secure role management, and seamless real-time chat. The project included scalable API setup, performance optimization, and an enhanced user experience across all modules.



- Custom Laravel Backend
- Real-Time Chat Integration
- Super Admin Role Support
- Admin And Agent Roles
- Secure Server SSH Setup
- Performance Tuning Support
- Ongoing Maintenance Support
- Scalable Platform Design



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