

Infogain Develops Billing Portal that Enables an Automotive Dealer to offer Connected Services to their Customers

Infogain's billing portal solution led to a better customer experience and lower maintenance costs with Adobe Experience Manager (AEM) and the Zuora billing platform.

Client Background

Headquartered in Irvine, California, our client is an automotive dealer that offers a wide range of vehicles, including cars and SUV's. The vehicles are assembled in Georgia and sold through a network of 800 dealers in the US.

Business & Technical Challenges

When our client's automotive customers wanted to subscribe to connected services such as roadside assistance, maintenance alert, find my car, and others, they needed to schedule time at the dealership. Our client wanted to offer their customers more convenience and flexibility to choose their subscriptions online and remotely. Other challenges:

- The solution needed to integrate with multiple financial and customer applications
- The customer wanted to ensure that the new functionality didn't slow down the responsiveness of the applications
- The user interface needed to be consistent with the main portal
- Business users needed the ability and ease to make frequent website content updates

Infogain Solutions

Infogain's digital transformation team developed the front-end logic for a billing portal and integrated Adobe Experience Manager 6.4 with the Zuora billing platform. Scope of services included:

- Developed the logic and frontend of the financial billing module in addition to unit testing, system integration testing, User Acceptance Testing (UAT)
- Developed functionality to allow the user to select from various subscription options and current expiration date
- Capability to display current subscription status and renewal dates
- Project management and governance for on time completion
- Technologies implemented included AEM 6.4, Java 8, Angular 4 and HTML5+, CSS3+ Bootstrap: Responsive design

Business impact delivered



Cost



Revenue



Speed-to-Value



Risk



Innovation

Infogain edge

Infogain offers software innovation and digitally transforming expertise to enterprises across the high technology industry.

Key Benefits

- **Better customer experience** with ability to subscribe to connected services without making a special trip to the dealership
- **Competitive advantage** by offering the same convenience of connected subscription services as their competitors
- **Lower maintenance costs** with certain features from Adobe Experience Manager v. 6.4
- **Potential for new revenue streams** with subscription-based software and higher adoption rates

Why Infogain

Infogain brings the following strengths to each high technology engagement:

- 25+ years of product and software innovation
- Reduced costs of up to 50% on development
- Increased productivity with 24/7 support services
- Customer satisfaction with 90% customer retention rate for more than 5 years

About Infogain

Infogain is a Silicon Valley headquartered company with software platform engineering and deep domain expertise in travel, retail, insurance, and high technology. We accelerate the delivery of digital customer engagement systems using digital technologies such as cloud, microservices, robotic process automation and artificial intelligence to our clients.