

Backend Software Systems Dev for Luxury Online Retailer

Overview of the Client

The client is an internationally renowned, premier luxury off-price e-commerce company. Known for offering high-end fashion at accessible prices, the company leverages cutting-edge technology to deliver an exceptional online shopping experience to its global customer base.

Hengtian has been instrumental in the development of the backend software systems for the client. This partnership involves a comprehensive range of tasks, including documenting product requirements and designs, creating Jira tickets, and developing the systems.

Hengtian's expertise in software and project management has been crucial in delivering key backend systems that integrate seamlessly with the company's frontend website and third-party vendors.

Partnership with Hengtian

Services Provided

1) Documentation and Design

Product Requirements: Detailed documentation of product requirements to ensure clarity and alignment with business goals.

Design Documents: Comprehensive design documentation to guide development and ensure consistency.



Project Timelines: Clear and realistic project timelines to manage expectations and track progress.

2) Project Management

JIRA Ticket Creation: Efficient creation and management of JIRA tickets to streamline project tracking and task assignments.

Timely Delivery: Adherence to project timelines to ensure on-time delivery of all milestones.

Communication: Excellent communication skills to keep all stakeholders informed and engaged throughout the project lifecycle.

System Development:

Backend Systems: Development of robust backend systems to support the company's e-commerce operations.

Integration: Seamless integration with the frontend website and third-party vendors to ensure a smooth user experience.

Scalability: Building scalable systems to handle peak season traffic and business growth

Project Delivery

Hengtian's team successfully delivered the backend systems on time for the 2023 peak season, enabling the client to achieve its business goals. The team's commitment to excellence in project management and software development has been a key factor in the project's success.



Measurable Outcomes

The successful delivery of the project has resulted in several measurable outcomes:

Operational Efficiency: Improved efficiency in backend operations, leading to better performance and reliability of the e-commerce platform.

Seamless Integration: Effective integration with the frontend website and third-party vendors, enhancing the overall customer experience.

Business Goals Achievement: On-time delivery of systems enabled the company to meet its business objectives during the peak season.

Voice of the Client

The Technical Program Manager at the client praised Hengtian's performance, emphasizing their project management, communication skills, and expertise:

"Hengtian has done an awesome job, I really would recommend Hengtian to everyone. Their delivery efficiency is outstanding which shows the high level of expertise the engineers are."

"Additionally, I'm impressed by their communication skill. I trust engineers from Hengtian to directly interact with our internal stakeholders and they could always get things done really well. It has been a great experience working with the company."

Project Management and Communication

Hengtian's project management capabilities have been highlighted as a significant strength in the partnership:



Timely Delivery: The team consistently delivered project milestones on time, demonstrating excellent project management skills.

Responsive Communication: Hengtian's team responded promptly to questions and feedback, ensuring smooth progress and addressing any issues quickly.

Stakeholder Interaction: The team's effective communication skills facilitated direct interactions with internal stakeholders, ensuring that requirements were clearly understood and met.

Working in Partnership

The collaboration between the client and Hengtian underscores the importance of strong project management, technical expertise, and effective communication in delivering successful software solutions.

Hengtian's ability to deliver high-quality backend systems on time has significantly contributed to the operational success of The client, particularly during critical peak seasons. The client's positive feedback highlights the value of Hengtian's contributions and their ability to meet and exceed expectations.

If your business is in need of custom software solutions, please do get in touch with our client services team.

