

Website:

<https://www.i-d-s.com/>

Industry:

Food & Beverages

Model:

B2C

Platform:

Magento 2 Commerce

World's No.1 Diplomatic Supply Company Leveraged Magento to Enhance its Customer Experience

The duty-free giant has been known to serve diplomats from across the world with utmost elegance.

The No.1 Company in the World to Serve Diplomats for over 25 Years

The International Diplomatic Supplies, IDS, was first established in London nearly 25 years ago. But with the growing demand across the world, they are now global leaders in serving duty-free wine, beer and spirits, other groceries, frozen foods, home and outdoor, health and beauty, and child and baby products. IDS is based in over 50 host countries worldwide and has served customers from over 150 different nationalities. Having made the paperwork and customs procedure as seamless as possible, IDS has become the epitome of serving diplomats. But during this, they realized that it was time to upgrade their online commerce. This is where Krish stepped in.

The main challenges consisted of managing offline orders and bespoke prices for each customer and embassy. Also, the outdated and obsolete ERP software was to be replaced by a new ERP software. There were problems in assigning quota limits to customers and embassies. Last but not least, because of a vast spread clientele, IDS needed relevant and corresponding catalogs for embassies in different regions and countries. This was when Krish TechnoLabs came in to develop IDS' next-generation online store.

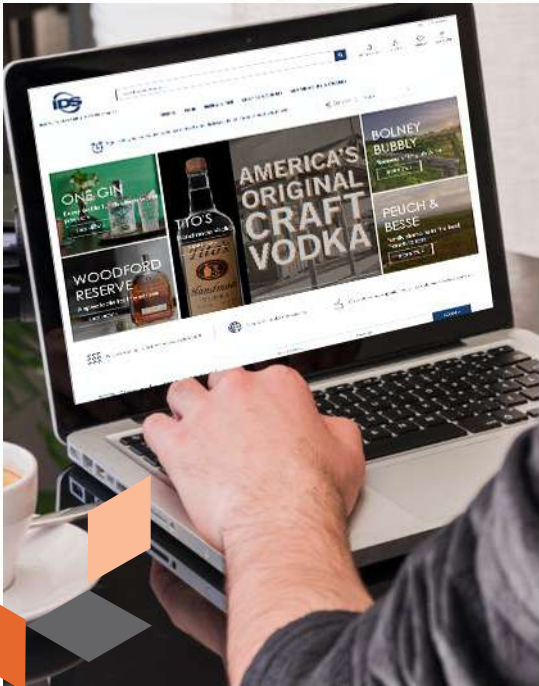


Creating Unmatched Diplomat Experience

It was evident because of the nature of the commerce that Krish TechnoLabs needed to understand the project and build it from scratch. The Krish Team came together with the teams of IDS to define the objectives of the project and hence started with developing a cloud starter package. The next step was to build various modules as per the business requirements. The second part of the project consisted of sorting and aligning pricing, inventory and quota database pertaining to different customers and embassies.

Upon understanding the challenges, Krish's team started with a robust cloud starter package and spun various modules to fulfill the business requirements. IDS needed a centralized portal where the admin panel can manage modules like Embassy management, Pricing, Quota Management, Product management, Customer management, Payment methods, and Outstanding balances. Our team of certified developers made it possible with an added functionality of ERP sync. The backend processes were simplified for the IDS team to operate in a more efficient way, wherein the storefront was optimized for the customers to utilize in a more navigational manner.

Switching between the embassies, quota buying, using outstanding balances, customized product CSV uploading from the third-party vendors, and multi-currency payments are made possible with Magento 2.3.4 cloud.



Working Behind The Scenes in 2020!

Throughout the Pandemic year 2020, both Krish and the IDS team worked tirelessly to enhance the IDS eCommerce platform. The implementation of Magento has rendered the organization a boost in business and ease of working in an environment with dynamic currencies. Maximizing customer experience was the ultimate goal, which was effortlessly attained after the new online store became live. The new e-store featured several unique aspects, including quota management, bulk buying, market-specific configuration, customer-specific shipment dates, and greatly enhanced web design and display.

Client Speaks

“Being the premier supplier for over two decades, we wanted to build an engaging and interactive online space for our customers. The Krish team was by our side and respected our business requirements throughout every touchpoint of the project. Krish helped us implement a simplified back-end with Magento and gave us a solution-oriented platform to enhance customer service.”

Leon Ashford
Commercial Director

Success stats

