

BUILDING A

YES BANK

ONLINE PAYMENT GATEWAY INTEGRATION ON FORCE.COM PLATFORM FOR



CEAT



Our Customer

CEAT Tyre, the flagship company of RPG Enterprises, was established in 1924 in Turin. Today, CEAT is one of India's leading tyre manufacturers and has presence in global markets. CEAT produces over 165 million tyres a year and offers tyres to all segments and manufactures radials for: trucks and buses, light commercial vehicles, earthmovers, forklifts, tractors, trailers, cars, motorcycles and scooters as well as auto-rickshaws.



What **bothered** them

Client was using simple manual process to handle overall processing of payments. Activities such as payment through credit card, net banking online was not there. No native Android or iOS were used. Due to above issues client was unable to use the prevailing modes of online payment. The other important issue faced by customer was lack of a strong, online payment integration gateway for the dealers or customers.



What we did

- The customer wanted an integrated payment gateway to manage the online payments for their tyre operation efficiently.
- Requirements were typical and niche to their business.
- The app need to be simple to use, available on mobile.
- Most of the functional requirements were not available in Salesforce out of the box, and there was no suitable app available in Google Play store and iTunes.
- Aress sent one of the lead BA to customer site to analyze the process and the pain areas for all the stakeholders. After understanding the requirements in detail, we suggested Force.com platform and developed bespoke application.



During the entire design and development process Aress's focus was to build a robust solution, that is simple to operate by resources with low IT exposure, and has fast maneuverability with minimum clicks. We used Yes Bank payment gateway integration for this and the system was integrated with SAP. The entire force.com system was also integrated with the native apps prepared to give the dealers and customer a feeling that is same in web and app. The entire implementation process was conducted in an Iterative and Agile execution method. There were intermediate checkpoints through show and tell session, to capture user feedback.

Attractive Yes Bank Payment Gateway Integration with responsive web design which works from all browsers and devices (Step 1):



ChatterEclaimTransactionsRegister ComplaintsFilesPrice ListOrderProfileSales PromotionMarketing CollateralWarrantiesHelp & SupportPin ManagementWarranty RegistrationTransactions Test

Billing LimitsAccount StatementInvoices DueSales RegisterCredit/Debit NotesDiscounts & SchemesOnline payment

Available Limit (₹) : 232,669.72

NameMALWA TYRE HOUSECustomer Code50002706

AddressIndore

Clear Invoice Dues

Make Advance Payment

Order Summary

Invoice Number	Billing Doc No	Billing Date	Dispatch Date	Outstanding (₹)	Due Date	Cheque No	
9023499367	Dealer Invoice	03/05/2018	03/05/2018	5791.00	30/05/2018		
9023499348	Claim Invoice	03/05/2018	03/05/2018	5216.00	30/05/2018		

Total Amount : (₹) 11007.00

Back

Pay Now

Copyright © 2000-2018 salesforce.com, inc. All rights reserved. | Privacy Statement | Security Statement | Terms of Use



Attractive Yes Bank Payment Gateway Integration with responsive web design which works from all browsers and devices (Step 2):



isgpay

Session will expire in 9:28

Amount Payable (₹) 100.00Transaction ID : 43E00000000000000000000000000000

Debit Card

Credit Card

Net Banking

Wallet

IMPS

EMI

UPI

Enter Credit Card Number

5453 8100 8095 323

Enter Cardholder Name

Name As On Card

Card Expiry Date

CVV/PIN

02/2025

Make Payment

Cancel

Managed and powered by iSG
© 2018 iSG Payments Pvt. Ltd.

isgpay

Verify Your Identity

As OTP has been sent to your Mobile Number. Please enter the 6 digit OTP below

111111

Verify

Chatter

Claims

Transactions

Register Complaints

Files

Price List

Order

Profile

Sales Promotion

Marketing Collateral

Manuscripts

Help & Support

Pin Management

Manuscript Registration

Transactions Test

Billing Limits

Account Statement

Invoice Due

Order Register

Enquiry Order

Discounts & Schemes

Online payment

Available Limit (₹) : 250,000.00

Name

SHALVA TYRE HOUSE

Customer Code

80002708

Address

Indore

Clear Invoice Due

Make Advance Payment

Your payment has been done successfully.

Order Summary

Billing Doc. No.	Billing Code	Original Code	Outstanding (₹)	Due Date	Cheque No.
Order Invoice	83850010	83850010	5,791.00	20/05/2018	
Order Invoice	83850010	83850010	5,218.00	20/05/2018	

User's Clear Invoice Due

	Billing Doc. No.	Billing Code	Original Code	Outstanding (₹)	Due Date	Cheque No.
<input type="checkbox"/>	8023499014	88050010	88050010	1,150.00	30/05/2018	
<input type="checkbox"/>	8023499027	88050010	88050010	340.00	30/05/2018	
<input type="checkbox"/>	8023499037	88050010	88050010	680.00	30/05/2018	
<input type="checkbox"/>	8023499040	88050010	88050010	9,800.00	30/05/2018	
<input type="checkbox"/>	8023499120	88050010	88050010	6,434.00	30/05/2018	
<input type="checkbox"/>	8023499080	87050010	87050010	11,000.00	30/05/2018	
<input type="checkbox"/>	8023499018	87050010	87050010	2,474.00	30/05/2018	
<input type="checkbox"/>	8023499074	83850010	83850010	41,690.00	30/05/2018	
<input type="checkbox"/>	8023499087	83850010	83850010	5,791.00	30/05/2018	
<input type="checkbox"/>	8023499108	83850010	83850010	6,218.00	30/05/2018	
Total Outstanding			2,495,615.00			

1

2

3

4

5

6

7

8

9

10

11

12

Total Amount : (₹) 0.00

Proceed

Attractive Yes Bank Payment Gateway Integration with native apps which works from all browsers and devices (Step 1):



Attractive Yes Bank Payment Gateway Integration with native apps which works from all browsers and devices
(Step 2):





Attractive Yes Bank
Payment Gateway
Integration with native
apps which works from
all browsers and devices
(Step 3):





Attractive Yes Bank Payment Gateway Integration with native apps which works from all browsers and devices (Step 4):



Benefits realized by the Customer

Now, Online payments is available in one platform using Yes Bank online payment gateway. We created simple interface for internal users and dealers to ensure quick online payments. This resulted into faster turn-around, increased productivity of both internal users and dealers. The system is Mobile enabled, helping in better accessibility and improved customer experience. This is used by more than 4000 dealers in India alone.



Customer is happy with the new system, leaving us as a proud implementation partner