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Case Study : Deloitte Consulting US



CA Technologies Inc , A Broadcom Inc Company - Deloitte Consulting US , New York

Broadcom Inc. is a global technology leader that designs, develops and supplies semiconductor and infrastructure software solutions.

<https://support.broadcom.com/>

What did Broadcom need?

Broadcom , a customer of Deloitte Consulting US, wanted a dedicated squad to work on the support portal .

The objective was to fix the issues and perform feature enhancements in the project .

Our Approach

Airrchip worked as a consulting partner to Deloitte and aligned a team that rapidly adapted to the requirements of Broadcom .

Enhanced the CA Support portal with multiple added features that enables users to access product specific knowledge and documentation and helps learn more about CA products from a community of peers .

We performed new Feature Developments and Bug Fixes on a Cloud Marketplace Customer support portal for infrastructure services . Enabled the users to purchase packages from the platform .

Multi-level hierarchy architecture that allowed users to raise feature requests on the platform through Data Abstraction Layer using Super Admin Roles permissions and other users and revoking the same vice-versa .

Developed additional features on Receive Order Portal & performed login authentication using Okta SSO

Benefits

1. Support portal can now offer more value added services and feature enhancements to its customers .
2. Bug fixes for seamless usability
3. Easy E-commerce checkout process