CASE STUDY

SAKSOFT
your digital transformation partner

How Saksoft rescued a failing project and turned around a mission-critical digital transformation for a major HCL client positioning itself as a trusted long-term partner for complex commerce transformations.

About The Client

A leading French company specializing in home improvement and furnishing solutions, seeking to modernize its eCommerce infrastructure, with 60k+ Product SKUs, with a high performance, future-ready, cloud-based solution.

Business Challenges

Traditional Monolith Architecture

The existing e-commerce site operated on a monolithic architecture with a JSP-based frontend. This limited performance, hindered scalability, and posed challenges in delivering a modern, responsive customer experience.

Project setbacks by the existing vendor

Realizing the need of an e-commerce site overhaul, the client onboarded an HCL commerce partner for implementation. But their lack of expertise and poor quality development consistently delayed the timelines. With project delays piling up, **HCL Technologies faced the risk of losing the client**, and the internal teams were beginning to question the transformation itself calling for immediate action.

Legacy Payment Gateway

The old payment gateway incurred excessive per-transaction costs, impacting profit margins and scalability. It lacked the flexibility to support modern payment methods, was prone to failures and manual reconciliations and failed to provide customers with a seamless checkout experience.

Need for a Modern Customer-Facing UI

Built on a monolithic architecture, the UI was rigid, outdated, and lacked modern design principles. The old interface was slow, cluttered and lacked flexibility to deliver personalized experiences

Inability to Support Project-Based Shopping Journeys

The legacy platform lacked the ability to curate product selections around specific project types (e.g., kitchen renovation, bathroom upgrade) and offer contextual search results. This engagement and conversion rates, especially among high-value professional customers seeking tailored, efficient purchasing experiences.

Our Solution

Saksoft's exhaustive know how on HCL Commerce and dedication to assign all available resources allowed the project to get back on track, and resulted in a successful go-live. The primary goal was to **migrate from a monolithic to a headless architecture,** enabling faster, more efficient, and API-driven commerce.

Commerce Cloud Management

Our initial success in the initiatives for backend optimization, entrusted us to lead the full-stack modernization of HCL Commerce Cloud development and management — front end, backend, and DevOps. We have successfully migrated the infrastructure from **on-premise data centers to HCL Cloud.**

Optimized Search Performance

Implemented **Elastic search w**ith NLP capabilities for faster and intelligent product search experience **resolving performance bottlenecks** due to inefficient code and slow search capabilities

New Payment Gateway Integration

Integrated **Worldline**, a modern, cost-effective **payment gateway,** replacing the legacy system Resulted in **higher conversion rates**, reduced order failures, and improved customer trust.

A Future-Ready website

Support for any coding language via API due to headless architecture, enabling frequent feature releases, better deployment control, and improved website uptime and stability.

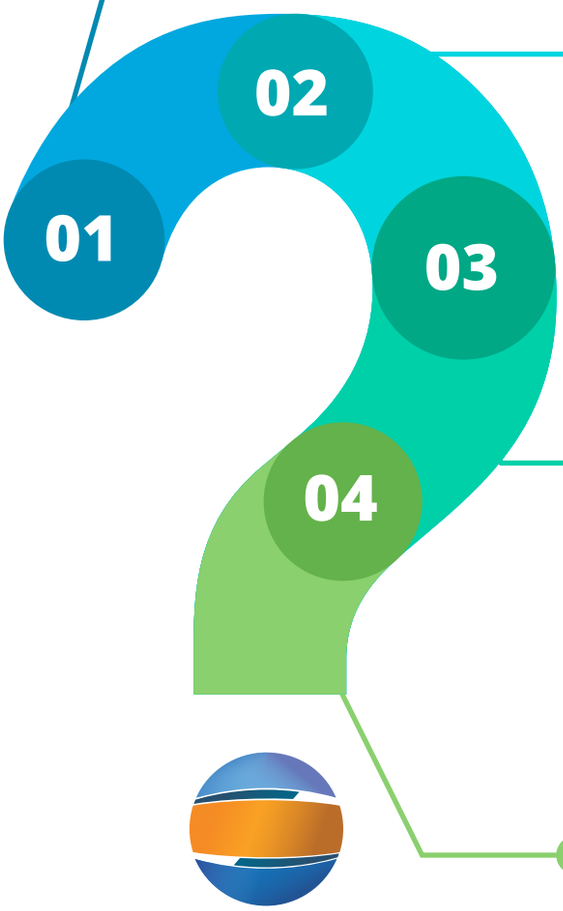
Performance Enhancements

- Enabled Content Delivery Network (CDN) to globally distribute static content, reducing latency.
- Optimized HCL Commerce's DB2 RDBMS with Redis caching for quicker data retrieval and better application responsiveness.
- Real-time product sync via ERP and MQ feeds
- Identified and fixed inefficiencies in legacy customizations, ensuring a seamless customer experience.

The expertise was there and it showed. They were committed to client's success, and did the required efforts to make up to the promise. Personally, I transitioned from daily meetings in despair with the other partner, to distant supervision in confidence with Solveda (A Saksoft Company), which to me changed the game. Best way I can put it - Satisfied customer

– Senior Area Sales Dirctor, HCL Software

Why HCL Commerce?



1 Designed for Enterprise-Grade Complexity

The client operates with over 60,000 product SKUs and a highly dynamic inventory. Such complexity requires a robust, scalable, and flexible commerce platform capable of handling high-volume product catalogs, complex pricing rules, and customer-specific experiences — all of which HCL Commerce supports natively.

2 High Transaction Volume & Performance Requirements

With a global customer base and expectations for fast, responsive service, the client needed a platform built to handle high order volumes and peak traffic conditions without compromising on performance or reliability. HCL Commerce is optimized for large-scale transactions and includes features like elastic scalability, caching strategies, and cloud-native deployment that meet these needs effectively.

3 Headless Architecture

The client's strategic vision required moving away from a monolithic system to a headless, API-first commerce architecture. HCL Commerce is among the few enterprise platforms that offers robust headless capabilities with native support for API-driven interactions, enabling flexible front-end development while maintaining strong back-end control.

4 Customization & Extensibility

Unlike more rigid SaaS platforms, HCL Commerce offers deep customization and extensibility options, allowing tailored workflows, checkout processes, and customer journeys that align with the brand's unique business processes.

Challenges Overcome

1 Lack of initial knowledge transfer was mitigated by Saksoft's deep technical assessment and reverse engineering.

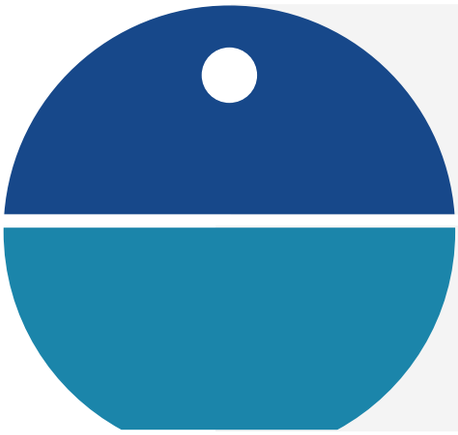
2 Deployment delays were managed with an agile delivery model and a revised deployment strategy, enabling to **go-live in less than a year**

3 Deployed **IBM MQ in the cloud,** enabling seamless communication between legacy systems and HCL Commerce Cloud — a technically challenging integration successfully handled by Saksoft.

4 Performance testing scripts and caching strategies were implemented to handle high traffic and optimize page load time.

Benefits

Delivered a **visually refreshed, lightweight, and agile website,** significantly improving page load times and user experience, causing a **growth of 50% in purchase revenue** in an year.



Seamless Digital Transformation

Modern headless commerce platform enabled modular, API-driven development that supports agility, innovation, and faster time-to-market for new features.

Improved Customer Experience

A fast, responsive, and modern front-end UI that is mobile-friendly and aligned with modern UX design standards, with enhanced personalization capabilities and user journey optimization with **30% increase** in total no of orders

Enhanced Search and Product Discovery

Integration of Elastic Search improved search experience, with **61% more search events triggered,** and enabling project-based search to help professional buyers (like interior decorators) shop based on specific requirements with ease of discovery.

Increased Conversion and Sales

The new payment gateway resulted in higher checkout success rates, reduced cart abandonment, and improved customer trust, with **35% increment in no of items ordered**

Improved Operational Efficiency, Platform Stability & Reliability

Performance testing, cloud migration, and caching strategies led to significant improvements in uptime, page load speed, and resilience under load enabling the platform to handle high traffic without performance degradation

Ready to future-proof your commerce platform? Let's transform your digital storefront!

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