pluxee

GEM SYSTEM

REFERENCES DELIVERY OF A NEW BILLING SYSTEM
For the client Pluxee Česká republika a.s.

The new billing system developed by GEM System for Pluxee Czech Republic is a key central part of the company's architecture, which is critical for its operations. The existing billing system used by Pluxee was morally outdated and did not meet the requirements of the current market and the company's business needs. The system was processing an increasing volume of orders each year, which led to the need to find a new and more efficient solution.

SOLUTION DESCRIPTION:

The new invoicing system is a comprehensive modular solution. One module takes billing inputs from source systems (e.g. electronic transactions, sales and meal voucher payments) and then ensures correct pricing and fees are set using a rule-based engine. Another module implements the issuance of final documents and their distribution to applications, where they are subsequently displayed to the client.

The main advantages of the new solution are the unification of the invoicing process, improvement of the quality of invoicing (reduction of errors, ensuring timeliness, completeness and accuracy) and increased flexibility of the system. The system is designed to handle large amounts of data efficiently.

The delivery included reporting reports that allow a clear view of the status of the billing process, monitoring of billing, or reports on transactions for clients.

The implemented system is ready for further requirements and development.

THE COURSE OF IMPLEMENTATION

The billing system implementation project was carried out in two phases. In the first phase, a new billing system was created, which laid the foundation for further processes. It also included integration to the source systems that provide the necessary data. The new system was developed on a total of 3 environments - production, integration testing (INT) and user acceptance testing (UAT).

The second phase involved the gradual migration of clients to the new system, with the migration being carried out sequentially according to the different types of products offered. During this phase, integration to emerging systems was ensured, while the system was developed and enriched with new specific requirements. Simultaneously with these activities, the development of reports for clients and the creation of reporting reports for internal use within Pluxee were carried out.

An essential part of the project was the continuous creation of complex technical documentation for the newly developed system.

PROJECT MANAGEMENT

For the implementation of this project, an agile team was assembled within GEM System, using the SCRUM methodology and responsible for the complete delivery.

The billing solution is provided in heterogeneous mode, with part of the solution implemented in FTFP and TM mode. For effective management, a project manager has been added to the team who uses the Prince2 for Agile methodology framework to manage the entire delivery. The role of the project manager has also been expanded to include responsibility for managing parts of the solution delivered by other vendors, such as integration of surrounding systems, without impacting the methodological management framework used.

GEM System's agile team was assembled on an as-needed basis to cover the complexity of the project at hand, from analysis and architecture, through test development, design and execution, reporting implementation, to the creation of technical documentation.

The Jira system was used to manage the project, in which all business requirements and functional specifications were recorded. These requirements were stored and collected in a product backlog, from which the agile team then drew tasks according to priority and progressively addressed them in weekly sprints. Detailed system specifications were recorded in the customer's knowledge base (Atlassian Confluence). The definition of automated tests for subsequent TDD (Test driven development) was created in the Jira environment. The output of each development was a verified set of source codes. All newly created releases undergo a multi-stage code quality check (SonarQube), automated builds and automated regression tests (Bamboo) and then deployment to internal development and test environments (MS DevOps).

Implementation date:

April 2019 to date

Technologies used:

Microsoft .Net CORE, Microsoft Azure, Soap, PostgreSQL, WSO2, Microsoft Power BI
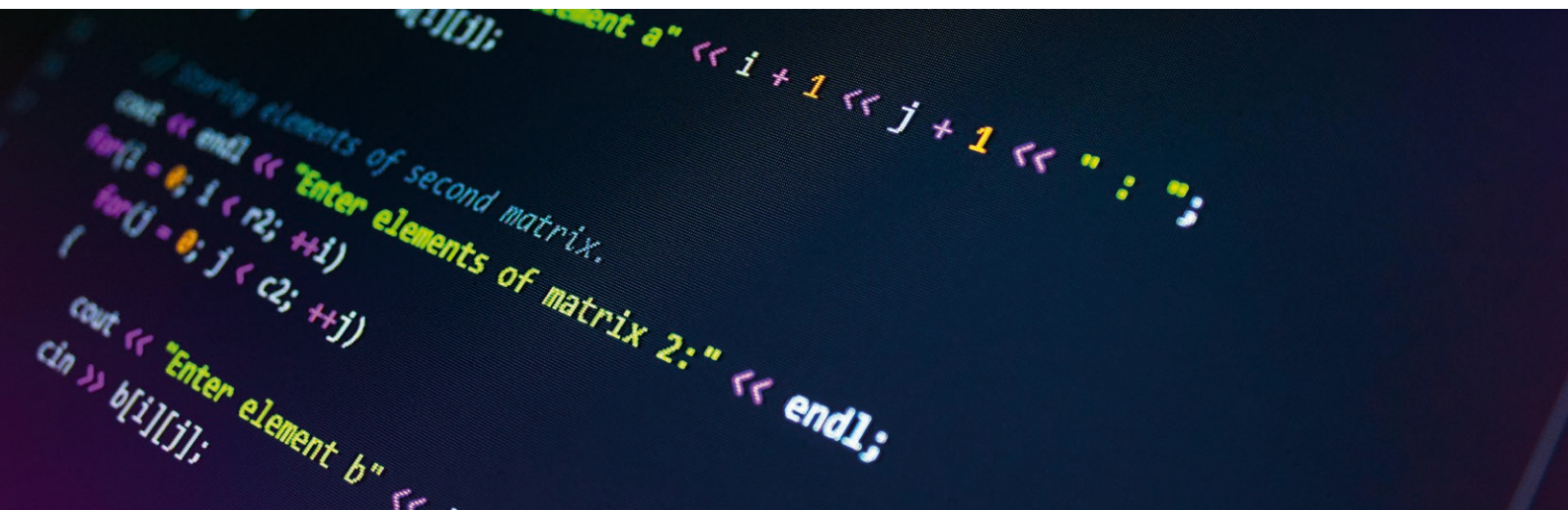
Tools:

Atlassian JIRA, Confluence, Bamboo, SonarQube, GIT, Enterprise Architect, Microsoft Visual Studio, D-Beaver, J-Meter

Project methodology followed:

SCRUM, PRINCE2 Agile

Project to deliver a billing solution for Pluxee in numbers:

- Almost 5.5 million orders processed in 2024
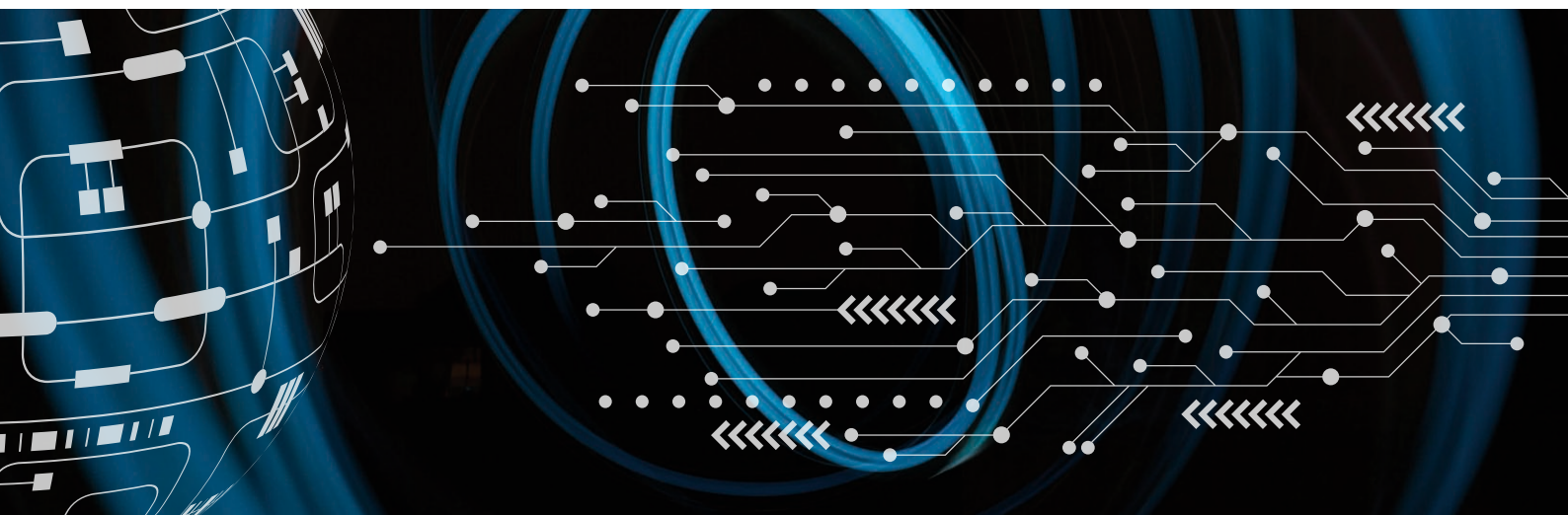- Nearly 250,000 invoices issued (2024)

> *"GEM delivered a tailor-made tool that met all the requirements for a modern and user-friendly invoicing solution. We especially appreciate the reliability of individual team members, the level of communication and the emphasis on the quality of the delivered system."*

Adam Cibulka
(Pluxee Czech Republic) says about the project:

OVERALL SUMMARY

GEM System's newly developed billing system is an efficient solution for the billing needs of companies of different sizes and business segments, offering flexible and extensible tools.

The entire solution is built on the Business Rules Engine, which allows you to define, edit and add rules that are applied to input data. These are then used as the basis for billing and invoicing.

ABOUT PLUXEE CZECH REPUBLIC

Pluxee Czech Republic (formerly Sodexo Pass Czech Republic) is the Czech branch of a global corporate group based in France. The company is one of the leaders in employee benefits and promoting employee engagement in and out of the workplace.

Pluxee operates in 31 countries, offering more than 250 products, working with more than 1.7 million merchants and more than 375,000 companies. The company entered the Czech market in 1992 and has since become one of the largest providers of employee benefits in the Czech Republic.

The company's main goal is to offer solutions that support the satisfaction and motivation of more than 36 million people worldwide.