4 YEARS · TECHNOLOGY PARTNER IN THE GROWTH OF A SUPPLIER PORTAL

Aurora moved its supplier operations off email into a dedicated platform.

Aurora is a multimarket chain with 1900+ stores.

Behind a network that size are hundreds of suppliers, and until 2023 all the work with them – volumes, prices, reporting – rested on email and spreadsheets. We built a separate, secure portal and have spent 4 years developing it as their technology partner: from the first launch to new features shipping to this day.

1900+
stores in a multimarket chain across Ukraine

4
years of continuous partnership

Hundreds
of suppliers work in the portal

2023 →
the platform in continuous operation

01 – THE PROBLEM

Email and spreadsheets couldn't keep up with the chain's scale

BEFORE 2023 · WHAT WAS SLOWING THE WORK DOWN

- ✕ Manually consolidating volumes and prices from dozens of partners took category managers a lot of time
- ✕ Approving changes dragged on for days through long email threads with no single source of truth
- ✕ As the chain grew, the load grew in proportion: every supplier worked in their own format, and unifying the data kept getting harder
- ✕ Errors in manually transferring commercial parameters affected the calculations
- ✕ Commercially sensitive information was sent by email with no separate secure channel

Instead of improving the file exchange, we proposed a different approach – **a dedicated portal where each supplier works with the chain directly**. And we stayed on to keep developing it.

02 – EVOLUTION

From the first launch to continuous development

2023

Platform launch

We built the core of the supplier portal: secure authentication with role separation, a company profile, and reporting on each supplier's cooperation with the chain. In parallel, we ran a dedicated cycle of testing and hardening data protection so the portal could handle commercially sensitive information.

2024

Operational planning

Coordinating day-to-day work questions with Aurora right inside the portal – instead of email threads around every case. We expanded reporting on defective goods and added a block with news and documents, so suppliers have the current status without asking a manager.

2025

Commercial terms go digital

We moved part of the pricing-terms approvals into a digital format with built-in data-correctness checks. We added a comparison of actual figures against planned targets and supplier feedback right inside the portal.

2026

A new scale

We expanded the platform with new sections for the growing assortment and operational processes, improved control of defective goods, added more detailed sales analytics, and strengthened control and auditing of user actions in the system.

The manual work we took off the business

Each solution removes a specific manual task from the category managers' work – and reduces dependence on email.

01

BEFORE Manually consolidating data from each supplier separately

AFTER **A personal portal with role-based access**: the supplier enters and sees their own data in the system, rather than emailing it to a manager for manual consolidation.

02

BEFORE Preparing reports by hand on a supplier's request

AFTER **Analytics are generated automatically** and available to the supplier directly – a manager no longer has to export and send figures by hand for every request.

03

BEFORE Long approval of prices and volumes over email

AFTER **Submitting and checking terms right in the portal**: the system itself verifies data correctness against the chain's rules, and an approval cycle that used to take days now takes minutes.

04

BEFORE Scattered communication with no single history of decisions

AFTER **Every change is logged with a date, status, and comments from both sides** in one place – no need to dig through email to see where a matter stands.

05

BEFORE Slow, manual onboarding of new assortment

AFTER **A step-by-step process for submitting and checking new items with automatic validation** – it takes the routine field-by-field checking off managers and speeds a product's way into the chain.

These aren't one-off tweaks but **an ongoing process**: with every new manual bottleneck that appears in the work with suppliers, we move it into the automated part of the platform.

DATA SECURITY

Why Aurora trusts the platform with commercially sensitive information

- ✓ Secure authentication with role separation
- ✓ A separate secure channel for commercially sensitive data
- ✓ Control and auditing of user actions in the system

We don't hand over the project and disappear. Every new bottleneck in the work with suppliers we move into the automated part of the platform.

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Reliable, hands-on work together over four years. Starting from building a solid core for the portal, we steadily developed the platform in line with the business's growing needs – our tasks and requirements consistently met an answer in the high quality of development that turned ideas into working solutions.

The development team's professional approach impressed us: every stage was well-considered, accounting for both functional needs and the technical reliability of the system. The developers listened, adapted quickly to changes, and never settled for what had already been achieved.

*The result – **a platform that genuinely simplified the interaction** and gave suppliers the tools for more efficient work. **This is something you can rely on.***

YB

Yurii Bielakov

IT Product Manager, Aurora

AURORA MULTIMARKET

Has your business outgrown manual processes, too?

We're the partner that spots operational bottlenecks before you do and stays on to keep developing the solution, rather than handing over the project and disappearing.

Discuss my project →

red-chameleon.com

Aurora's project details are under NDA, like those of every client of ours. The experience isn't. On a first call we'll map out your challenges and show you how we've already solved them.

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