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YOUR EXTENDED TEAM

# CASE STUDY





# KEY PROJECT FEATURES

## Requirements:

- Perform routine backend website updates
- Eradicate plugin conflicts
- Fix mismatch the prevented backend changes from



**INDUSTRY**  
Office Products



**PROJECT DURATION**  
Less than 1 month



**TECHNOLOGIES**  
WordPress, JS/CSS, HTML,  
Bootstrap

# CLIENT CHALLENGE

The client had a WordPress website that they could no longer update. The client had previously been able to update new images, promotions, and blogs to the website. However, they came to us because the changes uploaded on the backend of the website were no longer showing on the frontend. This issue was impacting their sales directly because they could no longer provide updated information on specials and services to their 3000+ clients.



## PROGRAMMERS.IO SOLUTIONS

The team suggested that a sandbox site be created. The sandbox site allowed testing and research to be done without any negative impacts on the client's site.

Initially, the team believed the issue to be coming from a plugin conflict issue or another maintenance related issue, such as, the need to update the theme.

However, even after the updates had been done, the issues persisted. After more research, the team determined that the issue lie within the database itself. Once root of the problem was uncovered, the team corrected the database issue on the sandbox. After the client confirmed that issue was resolved on the sandbox, the changes were updated the live site.

## CLIENT **IMPACT**

The project increased the usability of the client's office products website. The client's users now have features available on their home page that have never been available on the home page of this platform before. The client is very happy with the team's work and looking forward to future projects with the Pio team.

PIO  
**SOLUTIONS**





## ABOUT US

Programmers.io is your one stop solution for every IT related requirement. Certified and partnered with world's leading tech giants like IBM, Google, Microsoft, we have come a long way, working for 100+ clients pertaining to various industries.

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