# Castélle description

Castélle is an e-commerce organisation specialising Asian beauty and fashion. It is an online retailer in UK to distribute a wide range of lifestyle products from the region, that includes clothing, perfumes, face care and make up products. As an online retail business, Castélle uses a range of IS to conduct its day-to-day operation. Most importantly, it uses an online retail management system to track the progress of each individual order, until it is delivered to the customer. The system uses an Inventory Management system to manage the stock for the products, and supports tracking of every order until completion. In addition, Castélle uses a Knowledge Management System, which serves as central repository for all the guidelines, rules and FAQ relating to the business. The repository is updated with information to store any new guidelines that are produced to help staff and customers deal with sales. The business also uses a merchant system to process all its payment transaction. The service enables merchant to accept credit and debit card for payment. Finally, Castélle is using a Customer Relationship Management System, which stores customer information and supports phone operators when dealing with a client, helping them to track progress of logged issues, generate a refund request etc.