mobileLIVE

Our Case Studies

Streamlining Order Management in Truck Manufacturing

mobileLIVE

Manufacturing – Automotive

Revolutionized the equipment manufacturing landscape through a web platform, enabling seamless order placement and real-time tracking for truck manufacturing clients.

Proof of Concept | UX Design | Real-time Processing

Context

A leading player in the Canadian market, specializing in the manufacture of automotive parts and equipment, sought to enhance its customer service and operational efficiency.

The client had two core objectives for the Proof of Concept: 1) to develop an intuitive application that allowed their customers to easily place new orders and track existing ones, and 2) validate complete integration with the client's ERP and CRM systems.

Challenge

Lack of Real-Time Order Tracking: Customers were unable to monitor the status of their orders, affecting transparency and satisfaction.

Integration Needs: Existing ERP and CRM systems operated in silos, complicating the order management process.

Solution

Seamless Order Placement: Users can easily navigate through a catalog of company products to place orders on the new web platform.

Real-Time Tracking: Customers gain the ability to track the status of their orders in real time, enhancing transparency and trust.

ERP and CRM Integration: The application was fully integrated with the client's ERP and CRM systems, ensuring a unified workflow and data consistency.

Impact

100%

100% Seamless Integration
of the new app with legacy systems

58%

58% Increase in Operational Efficiency
Projected through the POC implementation

20%

20% Projected Increase in Sales
through the product catalog

Digital Onboarding for Vendor and Customer Integration

mobileLIVE

Manufacturing – Industrial Machinery

Introduced real-time digital onboarding, simplifying vendor and customer integration and boosting both efficiency and satisfaction.

Digital Onboarding   **KYC / AML**   **Web App Development**

Context

A leading company in the industrial machinery and building materials sector was struggling with how they brought on new vendors and customers. The industry's traditional reliance on manual and legacy systems led to lengthy onboarding times, causing frustration and potentially deterring new partnerships.

mobileLIVE enabled the client to increase revenue by enhancing customer satisfaction and loyalty. This was achieved by deploying a streamlined and optimized customer experience.

Challenge

User Experience Friction: The existing complex onboarding experience caused vendor and customer dissatisfaction.

Long Turnaround Time: The average time to onboard new partners was significantly impacting operational agility and market responsiveness.

Efficiency vs. Compliance: Balancing the need for quick onboarding with comprehensive compliance checks and data accuracy.

Solution

Digital Onboarding Platform: Custom web-based digital solution for vendors and customers, enabling instant, secure partner integration.

Seamless Compliance Integration: Embedded KYC and AML checks in onboarding, ensuring regulatory compliance without sacrificing speed.

Streamlining Internal Workflows: Minimized manual tasks, boosting strategic focus in sales and operations.

Impact

50%

35%

28%

50% Increase in Satisfaction Scores
from vendors and customers

35% Reduction in Operational Costs
through an efficient digital-first solution

28% Increase in Revenue
by enhanced customer loyalty and acquisition

✓ Smart Inventory Management and App Modernization

mobile**LIVE**

🏭 Manufacturing – Lighting

Modernized applications and systems to streamline operations and enhance customer service while reducing operational inefficiencies and connecting disjoint systems.

App Modernization   Recommendation Engine   Workflow Automation

🕐 Context

A prominent player in the Canadian lighting industry was leading the market with their quality products but could not reach their full potential due to manual processes, disconnect between their legacy tools, and organizational silos.

mobileLIVE identified opportunity areas, modernized the ERP solution, automated workflows, upgraded the tech stack and features, and improved ecosystem connectivity. The transformation enabled the client to stay ahead in the competitive landscape.

🧩 Challenge

- **Absence of Forecasting Tools**
- **Inadequate CRM System Implementation**
- **Challenges in Inventory Control**
- **Reliance on Manual-Intensive Procedures**
- **Unstructured Operational Workflows**

💡 Solution

App Modernization: Revamped core applications with modern architecture for scalability and performance.

Tech Stack Upgrade: Implemented SysPro 8 and BI Reports, enhancing data analysis and operational efficiency.

Connected Ecosystem: Developed seamless integration across applications and platforms, ensuring real-time and smooth communication between tools and teams.

Intelligent Inventory Management: Enhanced stock and inventory management workflows and incorporated a recommendation engine for stock predictions to streamline supply chain processes.

Impact

80%
Efficiency Gains
through automated workflows

30%
Decrease in Inventory Costs
enabling faster market response times

100%
Automation of
work order creation

Let us help you design your competitive advantage

Contact us

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