

CASE STUDY

ERP SYSTEM INTEGRATION WITH MOBILE PLATFORM

Client Background

Our client is a leading provider of enterprise software and industry solutions for construction, engineering, home building, property development, facilities, and service management industries. It is a global company with 50,000 customers and more than 30 years of industry experience.

Business Challenge

The company's solution was designed over 30 years ago to support organizations' core business processes. It has evolved over the years, and today the integrated system covers business processes from marketing and opportunity tracking to pre and post-contract procurement, project and subcontract management, plant and asset management, human resources and payroll, construction billing, commercial management, cost-value reconciliation, facilities and service management, as well as project and financial accounting.

To modernize the business and avoid additional spending for data migration for one of their customers, our client needed to integrate the third party mobile platform and their Enterprise Resource Planning (ERP) system for their customer. SoftServe has been a trusted partner of the company for over 16 years, so we collaborated to help with the integration process.

softserve

One of the key challenges of the project was that the synchronization between the mobile platform and ERP, which included integration of two systems and automation of the data process, had to be performed manually.

The key objectives were to:

- Create cost-effective software construction solutions for the company's Product Development Directions based on transition from a time-consuming manual mode to automated regime of processing
- Support major company's customer from different construction & services sectors (company's Custom Development and Customer Support Service)
- Ensure data was received and processed in real time
- Optimize their products with the help of mobile technologies to ensure business growth
- Ensure cost-reduction through facilitating time-effective automated processing
- Optimize their products with the help of mobile technologies to ensure business growth
- Ensure cost-reduction through facilitating time-effective automated processing

Project Description

The main challenges included:

- An unknown mobile platform
- Lack of practical examples of company's integrations with such systems
- Absence of ready to use documentation on the mobile API
- Mass usage system testing
- 24/7 system availability and flawless functioning off-line
- Tight timeline: the integration had to be completed within 6 weeks

To solve the challenges and ensure a successful and timely delivery, SoftServe's team designed a two-stage plan of project implementation:

1. Creating a Proof of Concept (creating migration prototype, technical specification description and high level design).
2. Developing a full-fledged mature solution ready to function in a business cycle as proved by coding, functional, and stress testing.

Value Delivered

- On time and on budget delivery
- Successful synchronization between the mobile platform and company's ERP
- Lowered product development costs
- Reduced solution maintenance and support costs.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

Visit our [website](#), [blog](#), [Facebook](#), [Twitter](#), and [LinkedIn](#) pages.

USA HQ

201 W 5th Street, Suite 1550
Austin, TX 75703
+1 866 687 3588

EUROPEAN HQ

One Canada Square
Canary Wharf
London E14 5AB
+44 (0) 800 302 9436

info@softserveinc.com
www.softserveinc.com

softserve