

E-COMMERCE SHIPPING PLATFORM FOR SMEs

CASE STUDY



INDUSTRY

SHIPPING

LOCATION

ONTARIO, CANADA

TECHNOLOGIES

JAVA SPRINGBOOT | MYSQL | ANGULAR 2 |
BOOTSTRAP

RELATIONSHIP TENURE

9 MONTHS



ABOUT THE CLIENT

The Client is Canada's newest & most effective supply chain solution in operation since 2019. Headquartered in Toronto ON, the company specializes in shipping and fulfillment solutions for all sized businesses in Canada & the U.S. as well as Air/Ocean freight services catering the International market. Their good standing relationship within the industry originates from years of well established trust with there customers and carrier partners. The Company's online shipping software has been designed for a memorable experience to ease order management process while providing rates for businesses to propel to new levels. Built for simplicity, the model empowers customers to customize their shipping process to ways that suits their business needs.

A black and white photograph of a modern building facade. The company name 'SOLACE INFOTECH PVT. LTD.' is mounted on the wall in large, three-dimensional, metallic letters. To the left of the text is a circular logo featuring a stylized 'S' and a gear-like design. The building has large glass windows and a clean, industrial aesthetic.

SOLACE INFOTECH
PVT. LTD.

WHY DID THEY CHOOSE US

The Client wanted to build a one-stop platform for all SMEs to fulfill their need of routine shipments. Their main business and services are related to carriers and warehouses. They approached Solace to work on their frontend development part. There were issues on the frontend with managing multiple users logging into the portal. The challenge was to create a seamless user experience so that customers could navigate to the information they need. They also needed to setup an admin panel so that it becomes easy for them to manage their orders.



THE CHALLENGE

- The Client wanted to build an online shipping software to ease order management process.
- Since, the business involved multiple SMEs, it was imperative to have a management system efficient enough to handle their orders, keep a record of the COD remittances, and other processes.
- Delayed deliveries might cause the shipping company its clientele. It can also increase the overall shipping cost. Above all it could lead to customer dissatisfaction; hence, a high rate of RTO(return to origin).
- Transparency and visibility on the delivery operations keep things intact. It can ensure that the goods are delivered without any delay. Also, it makes easier for customers to track their orders.
- Maintaining strong relationship with the SMEs and the end customer is vital in the company's success. Hence keeping them updated time-to-time is necessary.
- Managing shipping operations, like order segregation, order allocation, and more manually requires a big team of professionals thus increasing the total operational cost.



THE SOLUTION

- We helped the client built a web application to easily monitor the process flows across all applications. Admin panel was created to manage the users, orders, and more.
- Credit Limit facility was introduced using which customer can get some credit amount and using that they can place order and get that amount paid later on.
- We created modules for invoice generation, custom BOL, and more which helps the Client managing the orders well.
- To increase transparency, we also added tracking facility for the customers to locate their orders and ensure timely delivery.
- We worked on the Frontend part and with the expertise of our skillful design team, we improved the UI performance to help the Client bring more visitors to their website.
- We have added certain APIs that helps the Client track their recent performances and develop a better marketing strategy to boost business growth.

BUSINESS BENEFITS

Improved UI to help customers navigate information they are looking for

1

Saved tons of hours of customers looking for affordable shipping solutions in one go

2

Operational cost reduced indirectly benefiting product costing and profit margins

3

More transparency in each process brings growth in trust of the customers

4

Credit limit facility helps customers run their business even with lesser cash flow

5

Prebuild reorder system reduces efforts of customers processing repeat orders

6



**WORK
WITH OUR
TEAM**

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