



Revitalizing a Mission-Critical Logistics Application

Challenge

A worldwide business in the logistics industry relied on a mobile application to provide mission-critical information to drivers and associates. This included data on what to pick up, which depot to retrieve product from, where to deliver it, and more. It also provided required documentation for drivers so they could easily access regulatory paperwork, documents for the pickup and transport of any restricted products, as well as driver licensing and certification information.

Unfortunately, the client began to experience issues with the app because their offshore vendor was no longer meeting expectations. These problems included:

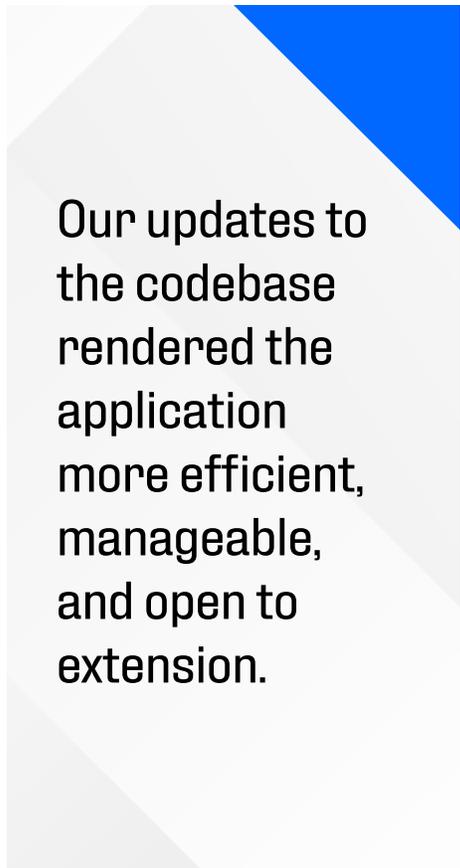
- **Declining** application performance.
- **Stability** issues.
- **Inability to scale** or **support** new features.

The development manager, who had a previous relationship with INSPYR Solutions, was dissatisfied with the existing vendor and sought a new partner to assess the state of the application and improve functionality.

Solution

The client engaged INSPYR Solutions to conduct an initial assessment of the application's existing codebase. This revealed several critical problems, prompting the client to request additional work including remediation, enhancements, and new feature development. They chose to pursue a co-managed project solution where our expert team collaborated with the client's API developers, product owners, and technology managers.

To keep the project within budget while still moving forward, we utilized a blended team of offshore and onshore resources – offshore developers



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with onshore leadership and quality control. Our follow-the-sun approach to offshore resources enabled development to continue across time zones for greater speed and maximum productivity.

After improving the existing codebase, we went on to implement several new features through major updates. The first of these was a new and improved account creation and login system, as well as the addition of an advanced queue management system.

Our solution included:

- A **co-managed** project structure.
- A **global team** with U.S. leadership.
- **Efficiencies** such as utilizing experts across time zones.
- **Remediation and enhancement** of the codebase.
- New **compliant** account creation features.
- New **efficient** queuing system.

Outcome

Our updates to the codebase rendered the application more efficient, manageable, and open to extension. Once this phase was complete, we went on to implement several new features.

Previously, the account creation and login system required certain information that could potentially conflict with privacy laws and regulations in some countries. Our updates made it possible to use alternative information, maintaining necessary compliance and avoiding costly fines.

The other major update was the development of an advanced queuing system. Previously, there was no efficient method for drivers to decide on a queuing order when there were several at one location, which caused delays and created conflict. The new features allow drivers to join a queue when they are within a predefined radius of the terminal. Then, once they reach the front of the queue, they are informed which bay they need to go to for pickup or delivery.

This application is critical to the client's day-to-day business around the world, so it was of the utmost importance to quickly resolve the issues. In addition to the updates and new features we implemented, our team is also highly responsive, providing users support much faster than the previous vendor.

Our team performed the following:

- Updated the app codebase so it is now **efficient, scalable, and open to extension**.
- Created a new account system that is **compliant and secure**.
- Implemented a new queue management system for **greater efficiency and convenience**.
- Improved the user experience with better app **performance and stability**.
- Offered **rapid response times** for updates and other queries.
- Saved the client a significant amount of **time and money**.

The newly enhanced application has enabled the client to move forward with confidence. They have continued to trust our expertise for further initiatives as they request new additions to the app.

Client Profile

The company is known as a worldwide leader in the specialized logistics industry thanks to their tireless commitment to providing the best service to diverse markets and their focus on secure and efficient supply chain solutions. As a reliable and trusted service provider a step above the competition, the company has earned the trust of top businesses around the globe.

Technologies Supported

Front-end:

- React Native
- Expo
- Mobx
- Styled Components
- Jest/React Testing Library

Back-end:

- PHP
- MySQL

About INSPYR Solutions

Technology is our focus and quality is our commitment. As a national expert in delivering flexible technology and talent solutions, we strategically align industry and technical expertise with our clients' business objectives and cultural needs. Our solutions are tailored to each client and include a wide variety of professional services, project, and talent solutions. By always striving for excellence and focusing on the human aspect of our business, we work seamlessly with our talent and clients to match the right solutions to the right opportunities. Learn more about us at inspyrsolutions.com.