

Case Study

Application Development

How a Logistics Firm Cut Order Processing Time by 55% with a New Digital Platform

Delivered by SystemSoft Technologies

Client Overview

A third-party logistics provider (3PL) with headquarters in Central Florida. 600+ employees, handling freight brokerage, warehouse management, and last-mile delivery for regional manufacturers.



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Challenges

The client's growth was constrained by legacy applications:

- Order management running on 20-year-old AS/400-based system.
- Manual order entry requiring 15–20 minutes per transaction.
- No customer portal for shipment visibility.
- Integration gaps between TMS and WMS creating delays.

They needed new digital applications built fast — without disrupting day-to-day operations.

Solution Delivered by SystemSoft

We launched a Product Engineering and Application Development Program focused on modernization.

Phase 1: MVP Design and Development

- Defined critical workflows with logistics operations team.
- Built a modern Order Management Portal using .NET Core and Angular.
- Integrated APIs into existing TMS and WMS

Phase 2: Expansion and Automation

- Developed a customer-facing portal for self-service tracking.
- Automated invoice generation with Power Automate.
- Added role-based dashboards for operations managers.





Outcomes Delivered

- Order processing time reduced from 18 mins → 8 mins per order (55% faster).
- Support tickets tied to order entry dropped by 46%.
- Customer portal adoption hit 72% within 90 days.
- \$740K in projected annual savings from efficiency gains.

What Made It Work

Iterative delivery: MVP in 90 days, phased expansion after.

- Close alignment with floor staff and ops managers.
- APIs leveraged existing TMS/WMS — no rip-and-replace.
- Embedded governance to keep technical debt low.

Conclusion

The logistics firm now runs a modernized, scalable digital platform that supports faster order processing and improved customer visibility. SystemSoft continues building additional modules for carrier management and predictive routing.

