

US-Based Technology Company Migrated Inventory Management Platform to Azure to Achieve Elevated Customer Retention Rates



Learn how a cloud-driven transformation slashed infrastructure costs by 33% and supercharged user experience

Client Profile

Established in 1977, the client has been a leader in the manufacturing software domain for more than 25 years. Their software caters to the inventory and production needs of numerous small to medium-sized manufacturers in 52 countries across North America, Africa, Australia, and Asia. With over 8000 successful installations to date, the software is distributed and supported by a formidable network of 40+ business partners as well as their internal staff in Vermont, USA.

The Challenge

The client's existing inventory management platform was unable to keep pace with the latest technological advancements and evolving demands of a diversified customer base. The platform lacked brand-new features essential for efficient inventory control. This feature deficit was exacerbated by a clunky user interface that hampered productivity and led to significant customer attrition and revenue loss.

Also, the platform couldn't be integrated with many third-party tools; this created data silos and operational inefficiencies that undermined their customers' competitiveness. Besides, hosting the software platform on private dedicated servers incurred substantial infrastructure-related costs, further impacting the ROI. The compounding nature of these issues made it abundantly clear that a cloud-based transformation was imperative.

However, this realization brought with it a critical dilemma: How could the client modernize its core system without disrupting ongoing processes? The stakes were high. The situation demanded a reliable tech partner with hands-on expertise in [cloud migration](#) who could facilitate the transition while ensuring 100% business continuity.



Lack of modern features needed for efficient inventory management



Poor user experience led to considerable customer attrition



Limited integration capabilities resulted in operational silos



High infrastructure costs further hampered earnings

The Solution

To address these challenges, the client partnered with Damco for a comprehensive transformation and cloud migration of their inventory management platform. Key aspects of the modernization project:

Cloud-Native Architecture

The new platform was designed using a multitenant, microservices-based architecture, deployed across all three environments (development, QA, and production) on Microsoft Azure. Web APIs were hosted on [Azure cloud services](#), the UI application was deployed as Azure Web Sites, and the database was moved to SQL Azure.

User Interface Redesign

The platform's user interface was completely revamped, incorporating modern design principles to enhance usability and responsiveness.

Mobility, Social, and Analytics

The modernized solution offered mobile access, social media integration, and advanced analytics capabilities, empowering users with real-time insights and flexibility.

Seamless Third-Party Integration

The platform was [integrated with QuickBooks](#) Online and other third-party tools, allowing for streamlined operations across inventory, sales, purchasing, production, and accounting.

Agile Project Management and Continuous Integration

Tools like JIRA (project management), TeamCity (CI/CD), and GitHub Stash (code repository) were all hosted on the Azure cloud, facilitating agile development and deployment practices.

Value Delivered

Enhanced user experience, improved customer retention, and reduced operating costs

- The modernized platform enabled manufacturers to track their stock levels in real time; this reduced stockouts and improved inventory turnover rates by 20% on average.
- An intuitive user interface reduced training time for new users, leading to elevated user satisfaction scores and enhanced customer retention.
- A cloud-native, multitenant architecture provided the scalability and flexibility needed to support an exponentially growing customer base.
- Advanced analytics and interactive dashboards empowered end-users with real-time insights, enhancing decision-making capabilities.
- Cloud deployment slashed infrastructure costs by around 33%, saving around \$20,000 annually.



Need a next-gen cloud-based solution like this one?

[Talk to Our Cloud Modernization Experts](#)

About Damco

Damco Solutions is a trusted technology and digital transformation partner for businesses around the globe. We engineer software products, create new digital experiences, modernize applications and automate business processes for greater agility and business growth. With 27+ years of leadership in software engineering and digital solutions, our mission has remain constant - complete client success.

Contact us for more information
on Damco's Offerings.

☎ +1 609 632 0350

✉ info@damcogroup.com

🌐 <https://www.damcogroup.com/>