

Cybage helped a leading **US-based 3PL vendor** develop an end-to-end solution based on the **MS Dynamics XRM** framework to bridge the gap between **business and application**



## About the Client



A leading third-party logistics service provider in the USA specializing in non-asset-based services



Delivers efficient and cost-effective nationwide logistics management solutions with a special focus on customers' critical timelines and budget requirements



Specializes in distribution, transportation, warehousing, installation, and project management

## Business Needs

Develop a comprehensible User Interface (UI) to bridge the gap between business and application

Streamline navigation to avoid switching between multiple screens and applications to perform a simple task

Enhance productivity by removing redundant entries, considerable manual work, paperwork, and user dependency

Set standards for reports and ensure visibility into project status and historical data

Enable integration with accounting system and inventory system

Install a validation mechanism along with email alerts/warnings to address user errors

Upgrade technologies to address performance issues and enable cost control, scheduling, and data reconciliation using workflows

## Solutions

Implemented Bing map support for location tracking

Enabled barcode scanning and mobile technology support for customers to log in and browse details

Developed modules for sales cycle, quotations, estimations, budgeting, invoicing, and accounts receivable processing

Provided portal access to vendors/agents and enhanced the customer portal

Built modules for project setup, planning, execution, tracking, controlling, and closing

Customized the vendor rating module as per performance requirements

Implemented a planning grid feature for online shipment tracking and inventory status

Introduced standard reports for management along with BI and data analytics reporting

Deployed modules for procurement cycle, request for quotation, contracts/agreements, rate cards, work orders, and vendor payments processing

## Technology Stack

### Development Tools



### Languages and Frameworks



### Server



## Business Benefits

**Enhanced productivity** with intuitive UI

**Enriched user experience** by making the application simple, user-friendly, and workflow-driven

**Increased visibility** into business performance with executive dashboards for critical KPAs

**Heightened transparency** by enabling tracking of project status and cost based on real-time

**Boosted company efficiency** by implementing staff time tracking and task management modules

**Improved application efficiency** with successful integration of accounting system and third-party software

**Strengthened the application security** by enhancing security features and access control systems



## Cybage CRM Sales Capabilities



Sales



Service



Marketing



XRM Solutions

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