

Case Study



Factory Logistics System for Major US Elevator Manufacturer

Results

Customer:

Elevator Manufacturer

Estimated ROI::

5x over the first 2 years

Technologies Used:

C#, ASP.NET, MS SQL Server

Challenge

A US elevator manufacturer faced delays and missed shipments, leading to customer frustration and contractual penalties. The existing system for managing shipments (an ACT database) lacked the visibility and coordination needed to manage deliveries effectively across the nation.

Late or missing shipments and limited access to shipment data for installers hindered efficient project completion, impacting profitability.

Solution

We implemented a web-based workflow system allowing installers nationwide to track the lifecycle of components—from ordering to delivery. The system included reverse-scheduling based on lead times and flagged late shipments in real-time, enabling immediate action in weekly meetings.

Impact

This solution reduced missed shipments and enabled proactive coordination. Coordination personnel in the Customer Service Department were more productive, resulting in a headcount reduction of approximately 30%.