>> Case Study

A Leading Automotive Provider Improves Productivity and Collaboration with a Database Application from Netlink-OutSystems

The Customer Background/ Scope

The customer is the world's largest provider of retail solutions to automotive OEMs and its dealers. Based in Detroit, Michigan, USA, they hold decades of experience in this domain with over 6,000 industry experts across 80 countries. The company is a pioneer and innovator, creating fresh business avenues in retail network and human capital solutions.

The Business Need

The customer was limited by their legacy system and was looking for a web-based solution to optimize the operations department, enable data collation, and ensure global collaboration among their various offices and units. The customer was seeking a flexible solution to enable future development. They were using MS Excel workbooks to maintain track of add on functionalities. This made quality and audit tracking for extremely complex engineering specifications challenging. The customer wanted a solution to structure and maintain their database with ease while ensuring multiple roles and formats were supported to equip overall company optimization.

The Solution

Netlink designed a technologically advanced solution using the "low-code" feature and agile methodology of OutSystems. The solution transitioned the legacy application to a modernized Product Specifications Global Database Application. It provided role-based access and automated reporting and notification functions. The workflow received an upgrade too with end-to-end functionality for tool specification and quality audit process.

The solution enabled the customer to integrate several heterogeneous systems from various units across the globe. They could export back-office web interfaces to collect data in a centralized manner and export reports from the database. The complex data was then laid in an easy-to-use user interface that was responsive and intuitive resulting in fewer queries. It gave all employees access to real-time data anywhere, anytime.

Challenges

The customer's legacy system had limited capabilities and disparate systems made database management difficult.

Impact

- Poor collaboration
- Lack of easy maintenance of database
- Poor productivity

Resolution

The customer achieved optimal functioning, real-time data accessibility, faster update integration and reduced cost of operations with Netlink's solution.

Why OutSystems

- Quick to build solution with speedy deployment

- Offered out-of-the-box integration with its legacy systems

- Offered an intuitive and responsive interface

- Ensured a quick learning curve while also decreasing the project cost

Business Benefits/ Results

The customer gained:

- Smoother management capabilities for unforeseen changes defined within the process

- Improved employee productivity and reduced time invested in data search

- Faster access to a complete database

- Access to information for employees in real time through Intranet

- Zero impact on existing systems

- Reduced total cost of operations

- A richer set of browsing and search functionalities

To know how the solution can be implemented for your business, contact our team of experts.

Contact Us

INDIA
📞 +91 755-6671931

USA
📞 1-800-485-4462

✉ sales@netlink.com