

## Case Study

# A Robust MuleSoft–Powered Solution For Streamlined Integrations



## COMPANY OVERVIEW

The client is one of the largest independent distributors of heavy-duty truck & trailer parts in the USA. With over 65 years of industry experience, they operate in approximately 145 locations across the US and Canada. Partnering with 200 major manufacturers and an extensive inventory of 300,000 brand-new products, our client is recognized as a reliable full-service provider for heavy-duty truck overhaul and maintenance services nationwide.



## CHALLENGES

To extend the brand reputation and augment the accessibility of the service to its customers across online channels, the client has taken the initiative to create an eCommerce platform. However, they had difficulties integrating their 50+ backend systems into the eCommerce platform. This integration complexity resulted in issues such as data consolidation and a lack of automation in processing vast amounts of information.

The client also encountered a significant challenge in implementing shipping algorithms such as route optimization and multi-stop routing, which resulted in substantial revenue losses. Additionally, a few hidden bugs in the code and database limitations, including other scalability issues contributed to an inefficient order management process. This inefficiency manifested in poor response times during peak periods, a high customer churn rate, and a decreased ROI.



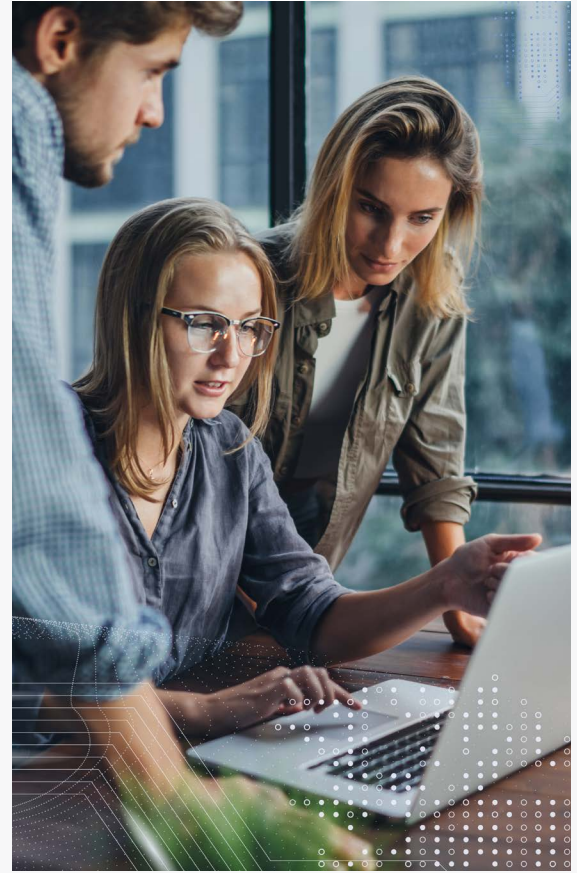
## SOLUTION

Driven by a rich history of developing highly advanced and intelligent automation solutions, V-Soft's team introduced a unique solution to maximize the performance of the client's eCommerce platform.

Leveraging the full potential of the unified MuleSoft Anypoint Platform, V-Soft successfully implemented a robust API and Microservices-based solution. This solution aided the seamless integration of back-end systems, providing secure connected experiences while processing transactions at a speed of 100 TPS across diverse systems.

By supporting hundreds of connectors to databases and applications, V-Soft's highly scalable solution greatly enhanced accessibility for both internal and external users, leading to improved app experience and better customer engagement. Additionally, V-Soft designed and implemented custom interactive dashboards for measuring the performance of APIs and analyzing the inbound & outbound traffic statistics.

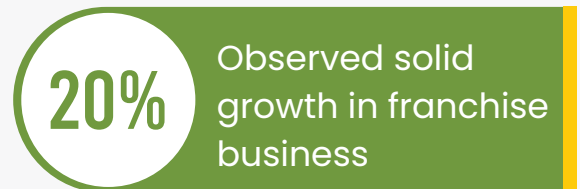
To ensure operational excellence and increase visibility across processes, V-Soft's experts developed and implemented a command & control center. This enables centralized network monitoring, triggers suspicious activities, and sends instant alerts to the respective team, thereby ensuring high security to the connected systems and applications.



## RESULTS

The implementation of V-Soft's solution resulted in several key outcomes:

- Increased online business volume by 35% in 2 Years
- Observed solid growth in franchise business to 20%
- Improved customer retention rate
- Optimum Omni Channel Shopping experiences
- Automated order management task
- Automated shipping integration capabilities ensured transparency across the supply chain process and offered maximum visibility into orders.



## TECHNOLOGIES USED

MuleSoft Anypoint Platform

