Digitally transforming delivery networks
with custom-made desktop application

Industry:
Postal service software provider
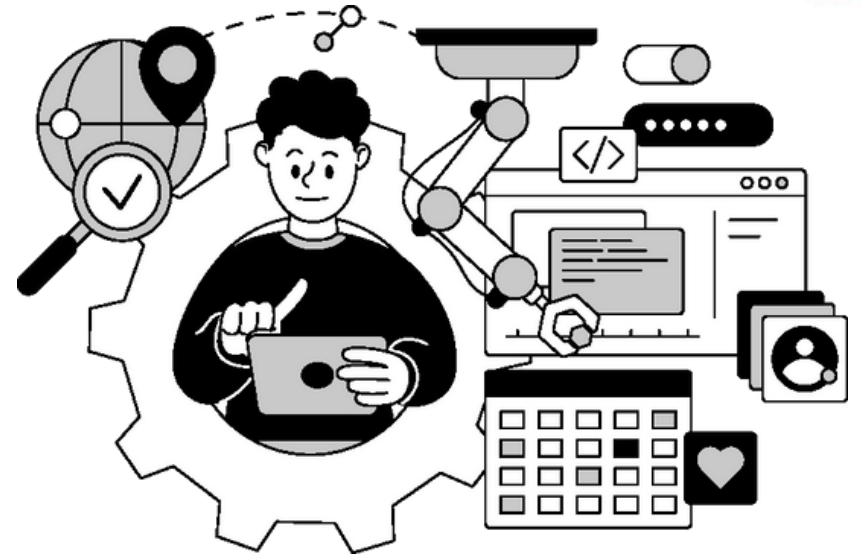
Location:
Europe

Services offered:
Desktop application development

A case study on development of desktop application.

Our client wanted to modernize and digitally transform their delivery networks and operations for their domestic and international customers. The mission was to develop a custom-made desktop application to enable end-to-end visibility across its entire delivery network and set its path towards enhanced security, operational efficiency and superior customer experience.

Meet Our Client

Our client is one of the largest software solutions providers for post, retail and logistics. With a goal to connect over one billion customers worldwide, they are revolutionizing e-commerce for post, retail and logistics sectors through mobile Point-of-Sales (mPOS), PUDO, self-service kiosks and counter solutions. Their unique software platform acts as a single source of information for the aforementioned industry sectors and the end-users by integrating inventory management, receipts, compliance, shipping and delivery management.

Problem Statement

Our client was developing a customized desktop application for one of its longstanding customers to support their business processes such as stamp selling, money transfer, shipping settlement, and record-keeping.
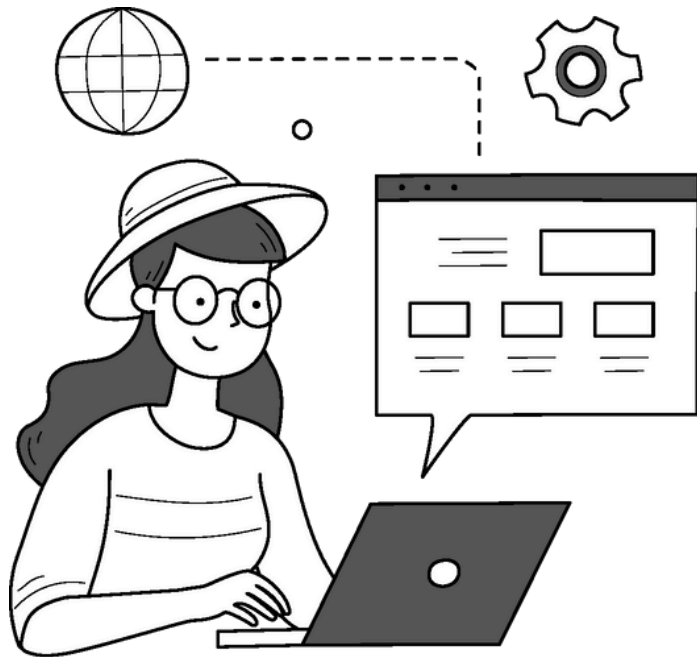
There was an increased demand to hyper personalize features such as shipping, settlement, retail and refund, session management and user management, with resource and time constraints.

It resulted in delayed feature releases, negatively impacting the end-users.

Aware of these challenges, the client turned towards Zuci Systems to build a customized desktop application and digitally transform the post's delivery network and operations.

Business goals

Our client's aim was to develop a desktop application that would help its end-user to,

Gain greater visibility across its delivery network.

Increased connectivity between its systems.

Automate numerous manual processes.

Enable track and trace intelligent dispatch and real-time route optimization.

01

Our product owners collaborated with the client's core team to understand and obtain the detailed requirements of the desktop application. We suggested the optimal framework and the implementation of tech stack for the software, laying the basis for the project deliverables and release.

How Zuci Systems helped?

02

Our product owners created user stories piece by piece for each component, based on which the modules were planned, developed and released in biweekly sprints.

03

We utilized APIs to connect with different systems within their business' infrastructure to exchange data and commands with other software systems such as inventory management, tracking systems and logistics platforms and presented it to users in a user-friendly interface.

Key Achievements

Delivered **10 components** within a short duration of

3 months.

Expedited the development cycle and deployment process by

60%.

Elevated customer satisfaction and engagement levels by digitally transforming their business process. This led to a

30%

improvement in user engagement.

Tech Stack

Get a custom desktop application to boost your business's productivity and efficiency!. Let's connect today!

Schedule a call →

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