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PROJECT TYPE
Warehouse management, CRM, Accounting

TECHNOLOGIES
Ruby, Ruby on Rails, MySQL, jQuery, Bootstrap, Apache, CoffeeScript, Passenger

DURATION
9 months

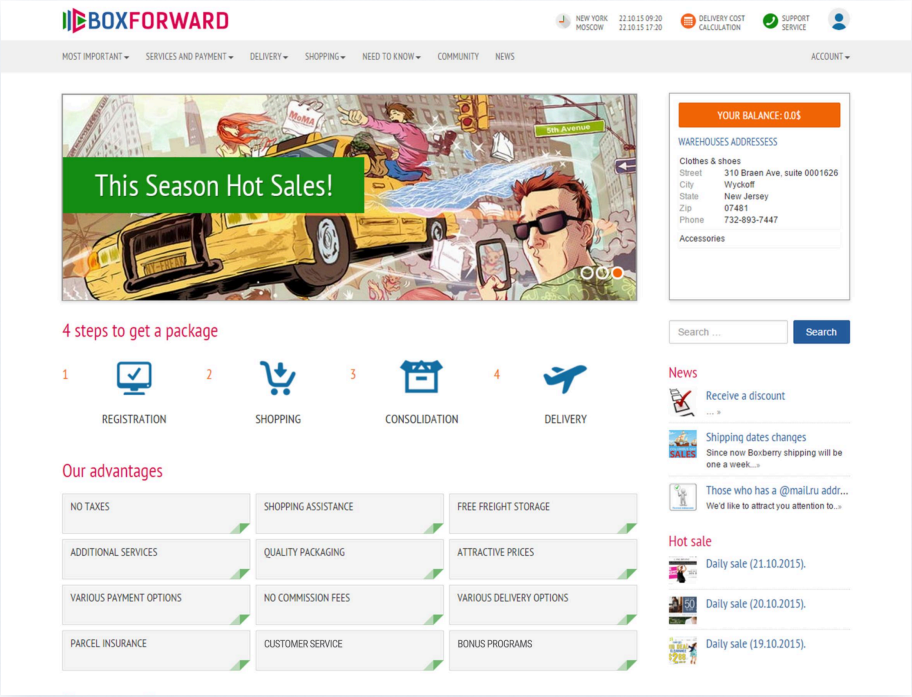
TEAM
2 Software Developers
1 QA Engineer
1 Part-time Scrum-Master

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Client: Shop And Ship LLC
Industries: Warehouse and Parcel Management
Region: USA, California
Website: boxfwd.com

Boxforward freight forwarding logistics web service

~40% improvement in service reliability under peak load - rebuilt a glitch-prone freight logistics platform to a secure architecture with payment processing rated A+ by ssllabs.



Project background

Our Client has been developing a new version of the service to replace the technically outdated one, which was too difficult and expensive to support and extend with new functionality. However, the Client wasn't satisfied with the previously selected team as they couldn't develop the system on time and make it of good quality.

Business challenge

Our Client has been developing a new version of the service to replace the technically outdated one, which was too difficult and expensive to support and extend with new functionality. However, the Client wasn't satisfied with the previously selected team as they couldn't develop the system on time and make it of good quality.

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From the start and throughout the project, all communications and project management were very professional and the quality of code was very good and consistent. SumatoSoft team managed to improve the existing service architecture, add important features to our new site and warehouse management system and quickly respond to troubleshooting requests related to both the older and the newly launched versions of our service.

Thanks to SumatoSoft can-do attitude, amazing work ethic and willingness to tackle client’s problems as their own, they’ve become an integral part of our team. We’ve been truly impressed with their professionalism and performance and continue to work with a team on developing new applications.

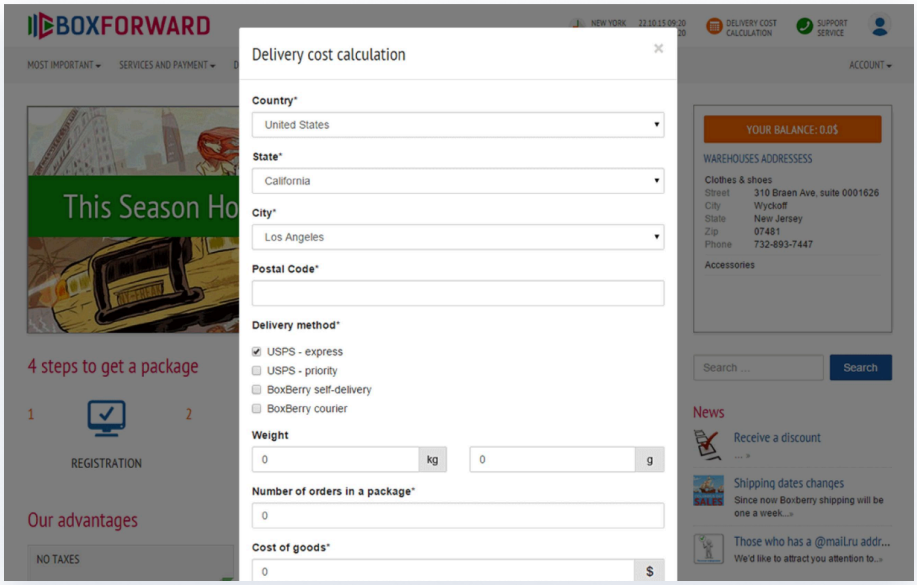
Yuri Haverman
CEO/ Founder
of Boxforward

Service problems

- Productivity – the system of parcel management glitched. Testing was superficial, and many internal problems were not revealed, leading to unstable work of the service and, as a result, to the financial losses of the Client.
- Security – payment transactions weren't protected with the advanced protocols.
- Update issues – all changes in the web application have been performed.

Our Solution

At first, our team improved the quality of the on-production version of the service and focused on finalizing the new functionality. We were able to change the architecture of the application qualitatively and to integrate it with various payment (Payonline) and monitoring packages (Boxberry) systems.



Other improvements:

- SSL integration for secure payments (A+ rating according to sslabs);
- Migration of all data to the new website;
- Web server work optimization;
- Staging launch;
- Custom forum introduction;
- Integration of Ruby-based administration module with WordPress-based frontend;
- Implementation of 4 types of user profiles (superadmin, admin, operator, user) with an extended rights management system.

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Customer’s benefits

The rebuilt service improved reliability by ~40% under peak load and cut parcel processing errors by ~35%, eliminating the operational disruptions that had caused the Client direct financial losses. All transactions now run on an SSL-secured architecture rated A+ by ssllabs, and the new modular codebase makes future feature additions straightforward.

What’s happening with the project right now?

Shop And Ship LLC has released the updated version of its service.

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