



Enterprise integration enablement & mature technical delivery

Scaling integration capability across enterprise supply chains.

Executive Summary

A leading provider of software solutions for the distribution and manufacturing industry, partnered with CodeRoad to strengthen its technical delivery capabilities around complex system integrations. As this client's Encore platform continues to support critical supply chain and operational workflows, the ability to integrate reliably with third-party applications became increasingly important to successful customer go-lives and ongoing support.

Through embedded collaboration and hands-on execution, CodeRoad helped elevate the team's technical depth, enabling faster resolution of complex issues and smoother integrations. The result was a more capable delivery organization that can confidently support advanced technical requirements while maintaining high standards of customer support.

About the Project

Our client is a software solutions provider that offers services designed to automate business processes for distribution and manufacturing organizations. Its Encore platform helps companies optimize supply chain operations, improve visibility across systems, and support efficient day-to-day execution.

Because their customers rely on integrations between Encore and multiple third-party applications, technical accuracy, reliability, and speed are essential to successful deployments and long-term customer satisfaction.



The Challenge

As integration complexity increased, Our client needed stronger technical capacity to handle advanced scenarios involving third-party systems. Many support tickets required deep product knowledge, cross-system troubleshooting, and a clear understanding of how data and workflows moved across platforms.

Without a consistently high level of technical maturity, these challenges risked slowing go-live timelines and increasing resolution times for customer issues.

Our Impact

The team stepped into more advanced technical responsibilities, successfully handling complex integrations between third-party applications and the Encore platform. Challenging technical tickets were resolved through deep product understanding, careful analysis, and coordinated troubleshooting across systems.

This hands-on execution not only addressed immediate issues, but also raised the overall technical bar for integration work and support.

Customers now benefit from a more technically mature and capable delivery team. Complex integrations are handled with greater confidence, reducing friction during go-live and improving overall deployment quality.

Faster and more effective issue resolution has strengthened trust with customers and improved Their ability to support sophisticated integration requirements as its platform continues to evolve.

Technology in Action

The team provided advanced integration support between their Encore platform and third-party systems, performing deep cross-system troubleshooting to analyze how data and workflows moved across interconnected applications. By introducing integration-focused support workflows, the team enabled faster diagnosis and resolution of complex technical tickets while elevating technical ownership and execution maturity across support tiers.

"We've seen improvements in problem resolution and integrations with Encore. The team has clearly leveled up."

Talent + Acceleration + Clarity

To accelerate our client's ability to scale their Encore platform, CodeRoad deployed **velocity-as-a-service**. We moved beyond standard support by engineering a "Technical Ownership" layer that removed friction from the customer onboarding lifecycle:

- **Deep-system troubleshooting:** Established a specialized cross-system diagnostic workflow to analyze how data and logic moved between Encore and third-party ERP/Logistics applications.
- **Integration-focused support:** Upgraded Tier 1 and Tier 2 support capabilities with embedded technical expertise, reducing any knowledge gap that previously delayed ticket resolution.
- **Workflow optimization:** Standardized the integration-enablement process to ensure that third-party connections became a repeatable, predictable step in the implementation.
- **Technical sovereignty:** Empowered the internal delivery organization with the technical depth required to manage complex customer requirements without escalating every integration hurdle to core engineering.

Engineered Momentum

CodeRoad's Business Impact by the numbers

Time-to-impact

Reduced the time-to-production for new customers by streamlining the complex integration-enablement phase.

Zero Support Drag

Faster diagnosis and resolution of complex technical tickets, preventing support debt from slowing down the product roadmap.

Execution Maturity

Engineered technical ownership across support tiers, allowing the team to handle advanced enterprise requirements with confidence.

How CodeRoad can help you accelerate

CodeRoad delivers Velocity-as-a-Service (VaaS) by engineering the technical depth required for complex enterprise integrations. We partner with you to transform legacy platform ecosystem—performing deep cross-system diagnostics and streamlining third-party ERP/Logistics connections. By embedding elite technical ownership into the support layer, we accelerated customer go-lives and slashed support debt. CodeRoad's systems are engineered to ensure that supply chain connectivity remains a competitive advantage, not a bottleneck.



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Supply chain integration should be an advantage, not a liability.

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