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Case Study

Building a Multi-Tenant Mobile & Web Platform for Luxury Auto Detailing

The Client

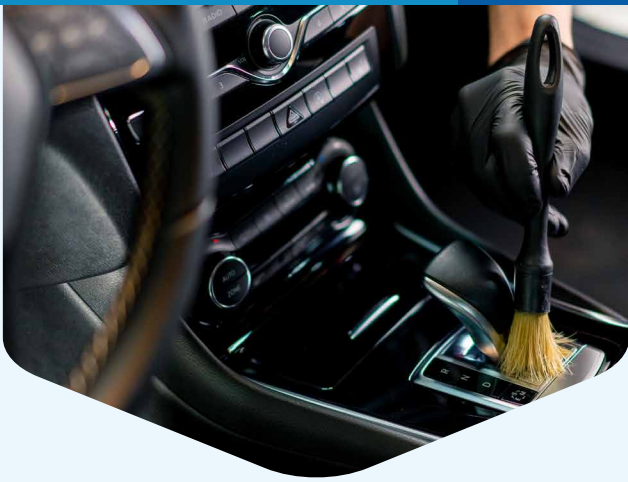
A professional detailing and hand car wash company with over 22 years of experience in luxury vehicle care. Operating three locations, the company specializes in thorough, premium detailing services with a customer-first approach.

They provide upscale amenities and waiting areas to enhance the customer experience while embracing innovative technology, including Telliant Systems, to optimize operations and strengthen relationships with both employees and customers.

The Challenge

The client's legacy software hindered productivity and couldn't handle growing volumes. They needed a fast, modern, user-friendly solution. Telliant Systems was chosen for quickly translating requirements, assembling skilled teams, and delivering high-quality results.

- ✔ **Outdated Software:** The legacy system could not handle increasing business volumes, slowing operations.
- ✔ **Inefficient Database:** Non-relational structure limited integration across departments and reduced system performance.
- ✔ **Complex Workflows:** Employees found the application difficult to navigate, creating frustration and inefficiencies.
- ✔ **Limited Functionality:** The old software lacked features to support modern business processes and scalability.
- ✔ **Poor User Experience:** Visually outdated design and confusing interface impacted both staff and customer satisfaction.



Technology Environment

Telliant worked with the client to identify/create the most suitable tech-stack for the project to include:

LANGUAGES

- Microsoft
- C#
- SWIFT
- ASP.NET Core
- .NET 6.0 Framework
- Xamarin.NET

PLATFORM

- MVC Architecture
- MVVM Architecture
- XCODE
- Microsoft SQL 2016

INTEGRATION

- Cardpointe API
- Constant Contact API
- Weather Forecast API
- Zebra Printers
- Infinea Linea Pro Scanner
- Twilio API

About Us

Telliant Systems, offers a diverse selection of custom software product development services, such as product strategy, software design, application development, QA/Testing, and application management services. Expert teams are available to develop web, enterprise, and mobile applications.

Solution Highlights

Telliant Systems delivered mobile apps and a web platform featuring customer booking, employee scheduling, automated billing, integrated payments, and real-time dashboards for multi location efficiency.

- ✓ **Membership Management:** Automated recurring payments.
- ✓ **Manager Dashboard:** Real-time sales, service, and employee metrics.
- ✓ **Employee Scoring:** Efficiency tracking per labor hour (ideal: 80-100).
- ✓ **Forecasting:** Daily volume predictions using historical data.
- ✓ **Business Reporting:** Sales, EOD, hourly, tips, and membership reports.
- ✓ **Payroll Processing:** Bi-weekly automated calculations with overtime.
- ✓ **SMS Messaging:** Twilio integration for customer service updates.
- ✓ **Email Marketing:** Constant Contact for targeted campaigns.
- ✓ **Multi-Tenant Architecture:** Subscription model with dedicated databases.

Insights and Results

The system improved efficiency through mobile automation, eliminated duplicate data entry, and streamlined marketing operations.

- ✓ **Increased Efficiency:** Streamlined Mobile
- ✓ **Unified Customer Management:** Eliminate duplicate data entry
- ✓ **Automated Marketing:** Email Integration.

