



Shinotech Software, Inc. | Global Client Case Study

Developed New Solutions to Support a Leading Global Manufacturer Of Custom Carpets

Our client's own proprietary sales solution needed improvements. Shinotech developed a series of solutions and quickly enhanced operations, resulting in more advanced tools to assist the sales teams throughout the process, from the display of carpet designs to production tracking.

Developing New IT Solutions To Boost Efficiency For A High-End Carpet Manufacturer.

The Client

Founded in the 1950s, our client is an internationally renowned company that designs and manufactures high-end, custom carpeting. With clients in more than 100 countries around the world, the company creates and installs custom carpeting for hotels, palaces, airports, casinos, convention centers and residences. This global manufacturer owns and operates design centers and showrooms in the Americas, Europe and the Asia Pacific region, as well as manufacturing centers in China and Thailand.

The Challenge

The client sought assistance with complex development issues that required skills beyond their internal IT staff capabilities. The company wanted a development partner with a global presence to match its own. They began working with Shinetech on a trial basis to correct some smaller IT issues and assist in understanding a few technical challenges that had emerged. The client was impressed with Shinetech's capabilities and service, and turned to us to develop numerous solutions for seamless support of their global operations.

The Solution

Through collaboration with the client, Shinetech found that the company's ecosystem needed more effective online solutions for global communication, including video conferencing, improved presentations for customers, and detailed production tracking and transparency. Shinetech created a platform that increased the quality of presentations and communication, while enabling staff to more easily connect with potential and current clients. The solution also enables real-time monitoring of production status throughout the manufacturing process.

The Result

Our client's sales team has successfully used the new tools we developed to display carpets, color palates and designs to clients and communicate better with them. Internal collaboration among manufacturing sites is also easier now. Since we began collaborating with this client, Shinetech has provided ongoing IT maintenance services, while working on adding feature enhancements and functionality to the company's platforms.

Shinetech created a platform that increased the quality of presentations and communication for the operations team, while enabling staff to more easily connect with potential and current clients.