

Business Management Portal

ViewSource CASE STUDY



ALTAQUIP Management Tool

ALTAQUIP LLC, Cincinnati, Ohio.

ALTAQUIP LLC, located in Cincinnati, Ohio, is the premier North American service solution provider for powered equipment and tool repairs. ALTAQUIP has specific warranty partnerships with most major brands and employing certified technicians operating from service centers across the USA.

Business Challenge

ALTAQUIP's business operations require integration with business partners including major OEM brands, national retail chains, and small independent retail repair shops. However, ALTAQUIP's legacy enterprise resource planning (ERP) system only allows users to interact with data through a command line interface which is not suitable for a disparate user base; and purchasing a new ERP system would be both a costly and lengthy process that was not feasible given the circumstances.

Business Solution

The solution was to create a web-based portal that integrates with ALTAQUIP's ERP system seamlessly using SSIS (SQL Server Integration Services). The new portal not only enables ALTAQUIP to manage its business data online, it also allows its business partners to maintain their own operations on the portal providing them full visibility and reporting. Additionally, the new system integrates with ALTAQUIP's business partners' ERP systems via web services allowing for data to be updated automatically and in near real-time, closing the loop on their business processes.

Outcome

The new web platform provides ALTAQUIP with flexibility in connecting with business partners, and is a more cost effective solution than implementing a new ERP system resulting in:

- Greater visibility on work orders, work in progress and key performance indicators among all business partners in near real-time
- Custom workflow tools such as accepting and editing work orders, submitting cost estimates, status updates, and submitting claims.
- Users only have access to their transactions and data based on user login.