



Workwear Service Leader Accelerates Lead to Deal Conversion with a Scalable 'Write Once, Run Everywhere' Mobile Application



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About the Company

The client is a leader in the supply and servicing of uniform and work-wear programs along with delivery of facility service programs. Based in North America, with over 200 service locations, 250,000 customer locations and 10,000 employees, the company manufactures its own branded work wear, protective clothing and floor care products outfitting nearly 2 million workers each business day.

Background

- The client had a catalog application on iOS/iPad devices, which is used by its sales people to prepare proposals for uniforms/work wear and facility services recommendations to prospective customers.
- The application allows sales people to drag and drop uniform products on male & female model images to help customers visualize the work wear with customizations such as logos.
- Selected products with details of customizations are sent as PDF documents to their back office operations.
- The complex details of product categories, hierarchy, options, images, and product descriptions are managed through a large Excel document.
- Changes to any of these product parameters necessitated a long, error prone, and ponderous process to rebuild the application and deploy to all devices. This prevented the client from making any necessary and frequent changes to the catalog.

Technology Stack

- **Mobile Platform:** C#, .NET5, MCCMCross, Xamarin, Visual Studio 2015
- **Database:** SQLite
- **iOS:** Xamarin for iOS. OS Version - 8, 9 & 10, Tablet Devices - iPad 4 and iPad Air
- **Windows:** Xamarin for Windows. Windows Version - Windows 10, Tablet Devices - Microsoft Surface
- **Analytics:** Google Analytics / Appsee / Localytics

Business Requirement

The client deployed versatile Windows tablet devices that would allow them to run a variety

of field and back office applications. Their IT team wanted the sales team to adopt a single device strategy, in place of laptops and iPads.

With increasing sales and geographical expansion, they wanted the application to support both US English and Canadian French languages.

The client also wanted to gain insights into how their field sales team used the app.

Further they needed the ability to make changes to the catalog, or ability to add new images without forcing a build and deployment cycle.

Solution

- Trigent's team reviewed the current iOS application, its data structure and build process. This careful review led to a complete new architecture that addressed many existing shortcomings.
- The team decided to build the catalog mobile application using Xamarin platform and the MVVM Cross-framework to target Windows and other mobile platforms.
- 3rd party tools were leveraged for mobile analytics that provided app usage, user behavior and other metrics.
- Multiple language options were built into the application, so that sales team in Canada could effectively use the application in multilingual areas.
- The new architecture included new server-side components that notified deployed apps of any data changes through push notifications. The apps may then pull the latest catalog data from the server. The app itself needed not be deployed again.
- Following best practices, Trigent created a number of engineering documents that allowed the Client's operations team to take ownership of the application deployment and build process with ease.

Benefits

- The Trigent solution became a “write-once, run everywhere” comprehensive application that provided consistent and familiar interface to the sales team across different devices.

- The Catalog application was now available on Windows and iOS platforms with a possibility to roll out other mobile platforms such as Android, with minimal effort.
- The client was able to make frequent catalog updates without the need to deploy a new app, due to the new mechanism to push updated data.
- With deep insight gained through mobile app analytics, client was able to use app usage metrics to improve the field sales team's performance.