



# Business Process Improvement for Health Products Firm

## PROJECT DETAILS

 Custom Software Development

 May. 2020 - Ongoing

 \$200,000 to \$999,999

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*"They have a good escalation chain, which allows matters to get sorted right away."*

## PROJECT SUMMARY

Trigent Software is improving the business systems of a health products firm. They're now handling the client's CRM and product information systems. They're also set to create a warehouse management system.

## PROJECT FEEDBACK

Thanks to Trigent Software's efforts, the daily order maximum throughput has increased by 150%. The firm's order time processing has also been reduced by 30%–40%. The team's listening skills allow them to produce what the client needs. Customers can expect flexibility and responsiveness from them.



## The Client

Introduce your business and what you do there.

CanPrev is a natural health products company, and we manufacture and distribute supplements, vitamins, and natural health products in Canada. I'm the VP of marketing, experience, and systems.

## The Challenge

What challenge were you trying to address with Trigent Software?

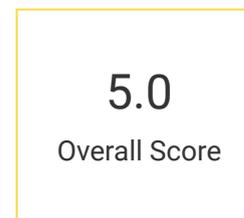
We had outgrown a lot of our typical order processes or account processes. As a result, my goal was to begin another evolution of our internal business systems to improve our throughput, which was mostly order throughput. Overall, we engaged Trigent Software to ensure that we would achieve growth and scalability at the same time.

 **Norman Goh**  
Marketing, Experience & Systems  
VP, CanPrev

 **Consumer Products**

 **51-200 Employees**

### CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 4.5

Would Refer: 5.0



## The Approach

### What was the scope of their involvement?

We had an existing system in place that needed to be replaced with a more extensible system. Trigent participated in a month-long intensive knowledge transfer understanding our existing data flows and processes. Afterwards, there was a collaborative discussion regarding software architecture, technical stack and scoping, before beginning a series of sprints. We, the client, were involved in near daily stand-ups during this time. By February 2021, we had soft launched this system.

This positive experience led to including Trigent into the rest of our digital transformation projects - systems that required re-architecting and scaling. This includes a product information management system to better handle the fast-paced launch and version control of hundreds of physical products. Warehouse and inventory management systems are also being re-architected.

### What is the team composition?

We've worked with full-fledged development teams which are composed of a project manager, technology lead, testing lead, and 3-4 developers.

### How did you come to work with Trigent Software?

We interviewed and assessed 4-5 different companies before settling on Trigent Software.

### How much have you invested with them?

We've spent around \$500,000.

### What is the status of this engagement?

We began working together in May 2020, and we continue working together.





## The Outcome

What evidence can you share that demonstrates the impact of the engagement?

We've enjoyed a tremendous amount of growth over the past year and a half, and we've had an opportunity to see how effective the new systems look. To put that in number, our daily order maximum throughput has increased by 150%. In addition, the maximum time it takes to process orders now has been reduced by 30%–40%.

How did Trigent Software perform from a project management standpoint?

I've been impressed with their project management and it's one of the reasons why we worked with them. In addition, they have a good escalation chain, which allows matters to get sorted right away. We have daily stand-ups in the morning, and we use tools such as Jira, Asana, and Slack. Overall, we've dealt with a lot of contractors, and Trigent Software is the best company we've dealt with.

What did you find most impressive about them?

Trigent Software is very flexible. Furthermore, compared to other agencies who assume they know what we want, their team listens to our needs. After listening to us, they offer new ideas to the table, allowing us to have an open relationship with them.

Are there any areas they could improve?

No, they're really good at what they do. We tend to value UX and design more than is typical for internal facing systems, so there is some effort in conveying exactly how we want things to look and feel. However, we get around that by having our own designers flesh out these concepts.

Just a minor thing to take into account.





## Do you have any advice for potential customers?

Know exactly what you want, and integrate them with your internal team. Furthermore, the best way to get the most out of any agency is to be heavily involved in the actual project with your internal teams. If you let them do the discovery by themselves, they'll make assumptions because it's difficult for an individual or organization outside your own business to know what you want.

