

## Case Study:

# How a Dedicated Integration Team Improved a FoodTech Company Performance

## 1. Challenge

As the company expanded its customer base, it faced significant issues, including:

### Integration Delays

New customers experienced long waiting times for system integrations.

### Support Issues

Existing integrations had intermittent failures, causing customer dissatisfaction.

### Customer Churn

Poor integration support resulted in high customer churn rates.

## 2. Solution

To address these challenges, the company hired a dedicated team of developers to implement a focused strategy:

1

### Team Formation:

Recruited a team of experienced developers led by the dedicated Solution Architect.

2

### Training and Orientation

Provided intense training on the Food-Tech Company platform and selected customer systems.

3

### Standardization

Developed standardized procedures and implemented automation for routine tasks where possible.

4

### Support and Monitoring

Deployed a monitoring system for rapid issue detection and resolution.

## 3. Technology Used



### API Gateway

AWS API Gateway for managing API requests.



### Monitoring Tools

Grafana and Prometheus for performance monitoring.



### Automation Tools

Jenkins for CI/CD automation.

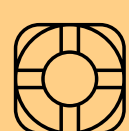
## 4. Result

The implementation of a dedicated team and modern technologies yielded significant improvements across key metrics:



### Integration Speed

Average integration time reduced from 6 to 3 weeks, representing a **50% optimization**.



### System Reliability

The occurrence of integration failures fell to **below 5%**.



### Customer Satisfaction

Positive customer reviews **increased by +40%**, while complaints decreased by **over 60%**.

This use case demonstrates how strategic investment into a dedicated integration team can **significantly enhance business performance and customer satisfaction**.