

Agile Digital Transformation for a Global Technical Distributor and Solution Provider

From captive mobile app delivery to AI-powered IT and SAP support, a multi-year partnership built for scale



About Client

The client is a global value-added distributor and technical solutions provider of industrial supplies, with over 25 years of experience delivering after-market repair, technical expertise, and a broad product portfolio across the industrial motion and control technologies market, supporting critical infrastructure and heavy manufacturing through its Service Center and Engineered Solutions segments.

Executive Summary

A long-standing distributor sought to modernize how it builds, ships, and supports technology, eventually extending that transformation into AI-powered enterprise support.

The client, a top-tier technical distributor and solution provider, lacked the resources and structure to develop, validate, and support modern applications. Manual processes and fragmented repositories slowed delivery and limited visibility across the development lifecycle.

Techwave partnered with the client to establish a captive application development and delivery model, enabling efficient development, testing, and deployment of Android and iOS applications. The partnership has since evolved into a broader transformation, extending into cloud migration, modernization, and **AI-powered support** across the client's IT and SAP environment.

Business Challenges

Legacy infrastructure and manual processes constrained delivery speed, while growing support demands exposed gaps in how knowledge was accessed and used.



Legacy infrastructure at capacity

On-premise systems could no longer scale with growing business demands, limiting the client's ability to respond to market needs.



Unstructured deployment and time-to-market pressure

Disorganized repositories and deployment strategy slowed release cycles and delayed delivery of new capabilities.



Limited digital presence

The absence of dynamic websites and mobile applications restricted the client's ability to attract, retain, and serve customers effectively.



Skill and resource gaps

A lack of expertise in modern frameworks, combined with limited resources to develop, test, and support applications, constrained delivery capacity.



Manual CI/CD processes

Reliance on manual deployment processes introduced inefficiency and release risk across the development pipeline.



Fragmented support knowledge

High volumes of repetitive L1 IT and SAP tickets strained internal teams, with engineers relying on manual searches across SOPs and historical incidents.

Techwave's Strategy and Solutions

Techwave approached this as a full-lifecycle transformation, modernizing the development foundation before extending intelligence into IT and SAP support operations.

Cloud-native transformation

Migrated the client's systems from on-premise infrastructure to cloud-native services on Azure, increasing scalability and operational efficiency.

Product-based delivery model

Shifted from a project-based to a product-based approach, supported by a dedicated captive development model aligned to the client's long-term roadmap.

Agile methodology adoption

Implemented Agile practices to strengthen team collaboration, improve development quality, and increase delivery speed and project visibility.



AI-powered support intelligence

Introduced an AI-powered IT and SAP support platform built on a unified, governed knowledge layer accessible through Teams and web channels.

Intelligent triage and self-service

Deployed semantic search, intent detection, and pattern-based incident matching, supported by continuous learning loops that improved self-service ticket deflection.

Streamlined CI/CD pipeline

Built a CI/CD pipeline optimized for the .NET MAUI framework, enabling consistent, lower-risk releases.

Delivery Model

A dedicated team embedded directly within the client's organization, built to scale delivery without scaling overhead.

Techwave operates a dedicated captive development model, with a team functioning as a direct extension of the client's organization, spanning the full delivery lifecycle from planning through production support, delivered through a consumption-based engagement model aligned to evolving needs.

10

Dedicated specialists
embedded full-time

7

Functions covered, from BA
to Production Support

3y 8m

Engagement duration and
counting

Business Outcomes

The transformation delivered measurable gains across both software delivery and support operations, reinforcing each other over time.

30–50%

Faster development cycles

50%

Reduction in development errors

75%

Enhancement in team collaboration

10–20%

Improvement in software quality



Transparent delivery cycles
Active, transparent participation from the client's IT and business units throughout Agile development cycles.



AI-driven support efficiency
Intelligent self-service and ticket deflection reduced L1 ticket volumes, lowering mean time to resolution and cost per ticket.

Technology Foundation

A modern, Microsoft-centric foundation underpins both the original application platform and the newer AI-powered support layer.



Cloud Infrastructure



Enterprise Data & Reporting



AI & Automation Tooling



Collaboration Platforms

Before vs After

The shift from fragmented, manual operations to a scalable, intelligent platform reshaped how the client builds and supports technology.

Before	After
• On-premise infrastructure at capacity	• Scalable cloud-native architecture on Azure
• Manual, unstructured deployment processes	• Streamlined, automated CI/CD pipeline
• Limited mobile and digital presence	• Modern Android, iOS, and web applications
• High dependency on manual L1 support	• AI-powered support with intelligent self-service

Transformation Timeline

What started as a focused development engagement grew, year over year, into a multi-faceted strategic partnership.



20 Years

Empowering the Enterprises

600+ Clients

Across 5 Continents

Global Delivery

Worldwide Delivery Centers

Expertise

In ERP, Digital, and Engineering

About Techwave

Headquartered in Houston, TX, Techwave provides Global Technology and Engineering Services and Solutions to more than 500+ clients across 5 continents. Our expertise in ERP & Analytics, Software Engineering, AI/ML, Cloud Engineering Services, and Strategic Sourcing provides the end-to-end digital capabilities that empower our clients to maximize the value realization from their digital investments. Our CMMI Level 5 and ISO 9001:2015 certifications demonstrate our ability to deliver excellence to all our clients.