



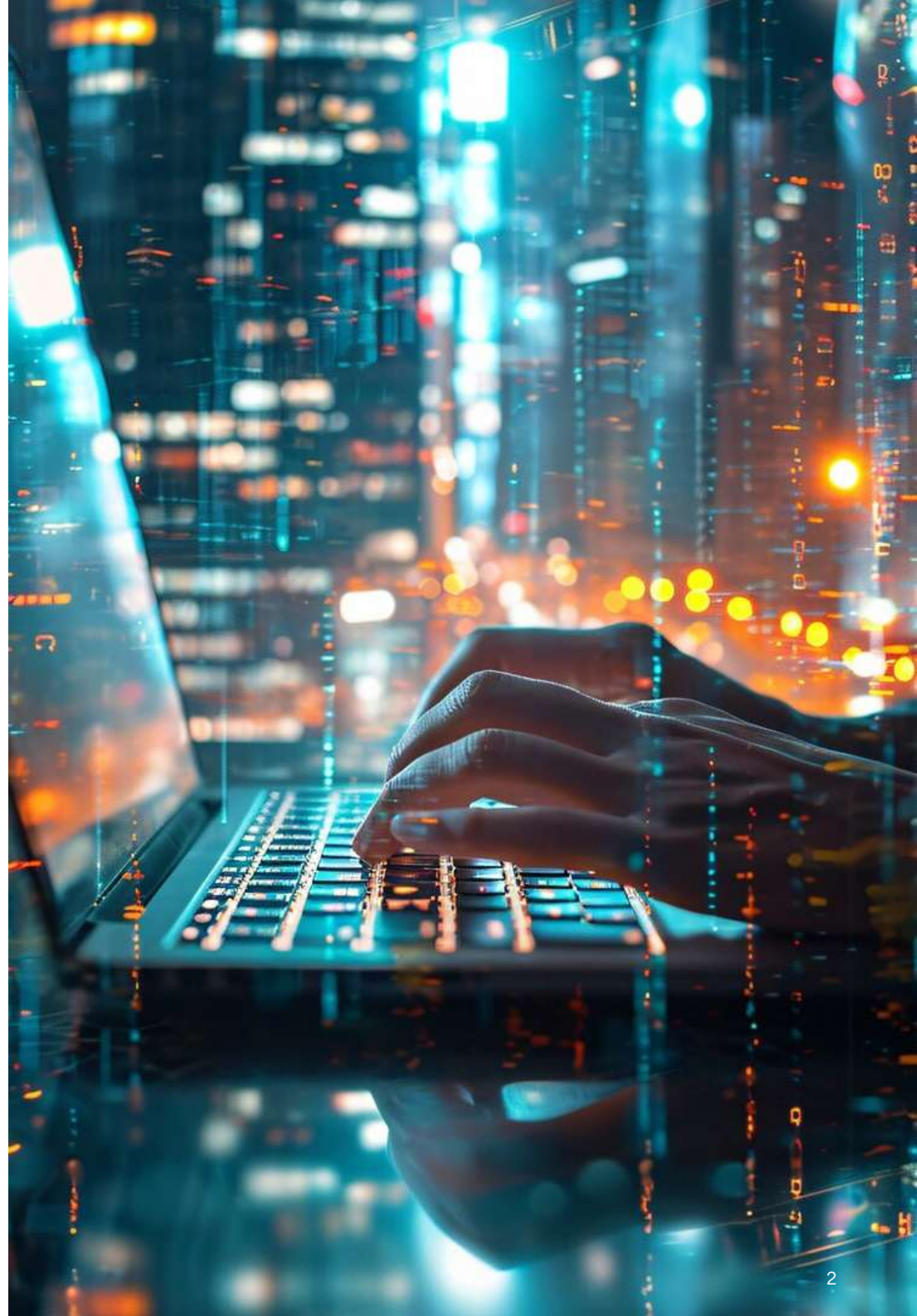
From Legacy to Low-Code: How Indium Modernized Sales & Service Application for a Manufacturing Company Using Mendix

SUCCESS STORY

Client Overview

As a world leader in producing industry-grade equipment, the client is well-known for providing dependable, inventive, and high-quality solutions for various industries. Their extensive product portfolio includes advanced central heating systems designed for energy efficiency and optimal performance, cutting-edge air conditioners, and state-of-the-art electric vehicles that align with the growing demand for sustainable transportation.

The client specializes in air purification technologies, offering air cleaners that ensure superior indoor air quality, and a comprehensive line of fluid handling products engineered for precision and durability in industrial applications. With a strong commitment to excellence, the client serves a vast and diverse customer base globally, consistently meeting modern industries' evolving demands while focusing on innovation and customer satisfaction.



Hurdles of Maintaining and Scaling a Legacy Application

The client is seeking to modernize its legacy sales and service application, which is currently built on the .NET framework, by migrating it to the Mendix low-code platform. This migration aims to enhance agility, streamline operations, and enable faster go-to-market capabilities through a scalable, efficient, and user-friendly solution.

Key Requirements:

1

Country-Specific Dynamic Templates:

The new system should generate dynamic templates tailored to each country's sales and service structures, considering variations in business rules, regulatory compliance, and localization needs.

2

Data Management and Scalability:

The solution must handle and maintain large volumes of data from sales and service operations, enabling efficient organization, retrieval, and analysis for business decision-making.

3

Secure and Efficient Customer Data Storage:

Develop a robust security framework to protect customer information and comply with data protection regulations like GDPR and CCPA through controlled access, encryption, and secure authentication mechanisms.

4

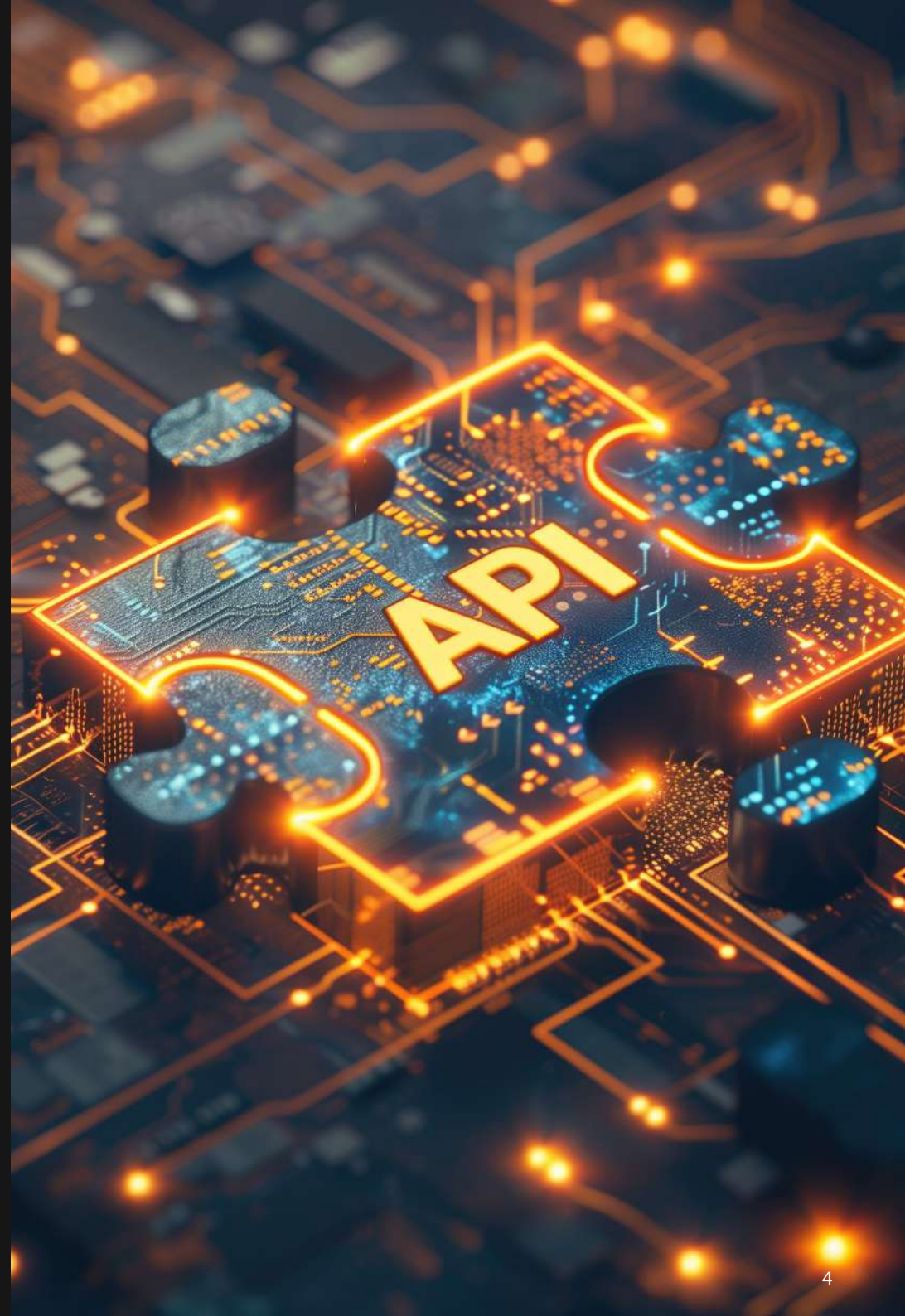
Seamless Data Migration and Integration:

The system facilitates seamless data import from .NET applications using Excel uploads, ensuring data integrity and minimal disruption while implementing automated validation and error-handling mechanisms.

Indium Enabled Seamless Migration

Indium implemented several enhancements to optimize the performance, scalability, and efficiency of a Mendix-based system handling large data volumes. With these enhancements, Indium Software boosted system performance, improved data retrieval speed, and ensured scalable API and reporting management, making the application future-ready for the client. Here's how Indium tackled key challenges and delivered a robust solution:

- ▶ Utilized Elasticsearch to retrieve the large data volume and improve performance. The data was stored in the Mendix Installed base. Each time data is saved or updated, it will be transmitted to AWS Elasticsearch and stored as a searchable document.
- ▶ Utilized AWS S3 module from Mendix App Store to communicate and transmit data between S3 and Mendix.
- ▶ Created a service configuration module to store the endpoint and resource details to execute API calls dynamically in the application. Services are stored as key-value pairs, and each module service has a unique name to get the API details when executing REST API calls. This ensures seamless maintenance of the API configurations in the App.
- ▶ Integrated BIPublisher for templates generated dynamically with an internally configured XML in OAC (Oracle Analytics).
- ▶ We implemented JavaScript to handle the number of object creations and overcome the performance issues in Mendix default widget components.



Unleashing Agility & Global Scale

By transitioning from a legacy application to the Mendix platform, Indium enabled significant improvements in process efficiency, global reach, and user autonomy. This transformation resulted in:

▶ **Faster Processing**

Migration from the legacy system led to a **50% improvement in process** time, enhancing operational efficiency.

▶ **Global Accessibility**

Enabled **multi-lingual support** across **12 languages and 30 countries**, making the platform more inclusive and user-friendly.

▶ **Enhanced Self-Service Capabilities**

Configured **BI Publisher** to provide **self-service options**, empowering end users to generate reports independently, and reducing IT dependency.



About Indium

Indium is an AI-driven digital engineering company that helps enterprises build, scale, and innovate with cutting-edge technology. We specialize in custom solutions, ensuring every engagement is tailored to business needs with a relentless customer-first approach.

Our expertise spans Generative AI, Product Engineering, Intelligent Automation, Data & AI, Quality Engineering, and Gaming, delivering high-impact solutions that drive real business impact.

With 5,000+ associates globally, we partner with Fortune 500, Global 2000, and leading technology firms across Financial Services, Healthcare, Manufacturing, Retail, and Technology—driving impact in North America, India, the UK, Singapore, Australia, and Japan to keep businesses ahead in an AI-first world.

USA

Cupertino | Princeton
Toll-free: +1-888-207-5969

INDIA

Chennai | Bengaluru | Mumbai | Hyderabad | Pune
Toll-free: 1800-123-1191

UK

London
Ph: +44 1420 300014

SINGAPORE

Singapore
Ph: +65 6812 7888

www.indium.tech



For Sales Inquiries
sales@indium.tech



For General Inquiries
info@indium.tech

