



### SNAPSHOT

5+

Senior  
Developers

6+

Years in  
Partnership

10+

Developed  
Automations

24x7

Created Technical  
Support Model

### INDUSTRY

Ecommerce, Information Technology,  
Product Development, 3PLs

### TESTIMONIAL

Need to add here.

Karl Falconer, Co-founder –  
DropStream Inc., USA

## CASE STUDY

Driving operational scalability through complex custom integrations for 3PL users.

### DropStream Inc., USA

#### CLIENT

DropStream is a SaaS product-based company that provides logistic companies with automated integrations to over 60 online shopping carts, marketplaces, and ERP's including some of the major players like Shopify, eBay, Magento, and Amazon. DropStream integrations automate order fulfillment workflows. Ecommerce orders are imported directly into warehouse management systems (WMS), and tracking numbers are exported directly to the online shopping cart.

#### PROBLEM

DropStream company needed to scale operations as it grew and onboarded a few 3PL users to its product ecosystem. Our client wanted to grow its current team and bring in the right talent force who were skilled enough to understand their current complex codebase and help further architect and develop complex custom integrations and extend the DropStream marketplace for its 3PL users.

#### TECHNOLOGIES

JavaScript, Ruby on Rails (ROR), Ruby Gems, AWS, Microservice Architecture, Integrations, S3, Jenkins, Docker

#### VALUE ADD

Taksa's high retention rate showcases how fundamental engagement with both our clients and employees helps build a strong relationship together.

80% of our clients have been working with us for the past 10+ consecutive years.

80% of our employees have been working with us for the past 10+ consecutive years.

Taksa is a technology services organization that provides managed service retainer engagement model through its Center-of-Excellence (CoE).

#### SOLUTION

Taksa partnered with DropStream to provide the Taksa Advantage, a solution that would help achieve the growth target and scale their people operations. Staff augmentation created significant return for the DropStream's bottom line beyond cost reduction.

We not only have active involvement in helping augment the right talent force for our client but also engage closely with the client on talents onboarding and integrating them into the client's ecosystem and work methodology. An important part of the recipe for success in working with Taksa is that we take a hands-on approach in ensuring our talents are engaged and have opportunities for professional enrichment.

Taksa augmented DropStream's current team by bringing in 5 senior developers who not only had deep technical expertise in the required skillsets of Ruby and Rails (ROR) but also the soft skills like capability to think outside the box, and communication skills for proper client engagement. In addition to augmenting their development team, we also helped build our clients' support system and bring in a talent force to create a 24x7 product technical support for DropStream's end users. The product technical support team that Taksa deployed helped DropStream's 3PL users with product onboarding, product support, resolve tier 1 product issues, and triage support tickets to tier 3 based on requirement and severity.

Taksa forged a true strategic partnership with DropStream through its CoE engagement that went beyond mere task execution. We drove our client's objective of operation scalability. Our partnership grew year-over-year that is 6+ years strong and is still active and are working together for the long haul.