kaapi
SOFT

STABILISING LEGACY SYSTEMS, BUILDING AN API-FIRST CORE, AND GIVING OPS THE CONFIDENCE TO SCALE

CONNECT services ltd

CASE STUDY

OUTLINE

OUTLINE

CASE OVERVIEW

Connect Services is one of Malta's leading logistics operator, aimed to modernise and scale on a unified, reliable system by introducing an admin platform.

The operations' platform became a source of disruption, slowing performance, undermining both business efficiency and management's confidence in their digital investment.

The new foundation replaces paper-based processes and spreadsheets with traceable, in-system workflows, and enables partner integrations so fixed clients can submit orders automatically.

01

02

THE CONTEXT

Despite stabilising its legacy logistics application, **Connect Services continued to face inefficiencies from spreadsheet-driven admin processes** that delayed billing, caused missed revenue, and hindered scalability. Management required both immediate operational relief and a long-term foundation for unifying systems.

We integrated and unified operations experience that shifted heavy workloads off the legacy app to restore speed and opened faster order intake, built new user-friendly front ends, and set up connections for partners to place orders directly. This approach gradually replaced the outdated system, and gave leadership more time to focus on growing the business.

THE PROBLEM

Connect Services' digitalization had stalled, despite ongoing efforts, progress remained stagnant, operations were hampered by manual, spreadsheet-driven administration.

The legacy platform could not scale with the growing volume, leading to slow performance, frustrating user experience, and rising support load.
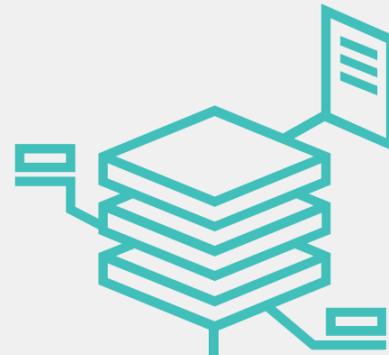
The team had to improvise manual workarounds, which created bottlenecks and added overhead, eroding confidence in the system.

Leadership felt stuck and needed an independent, practical path to restore reliability quickly, and get day-to-day operations back on track.

03

THE SOLUTION

Kaapisoft safely modernized Connect Services by building a Core API and Admin Back Office, shifting heavy work off the legacy app, and enabling partner order intake, ending spreadsheets and delivering faster, scalable operations.

01 The new Admin Back Office supported a multi-team structure by standardizing order intake, validations, status flows, and "ready-to-invoice" queues, while keeping a complete change history.

02 By streamlining everyday processes into one platform, we centralized core operations into an ERP-style backend, replacing manual, paper-based, and spreadsheet-heavy workflows.

03 We followed a progressive build approach, adding capacity and features smoothly without disruptive rewrites, ensuring long-term flexibility as Connect grew.

04 Management gained near real-time visibility into orders, billing, and operations, enabling leaders to spot issues early, make faster decisions, and trust the system to support the business.

05 On top of this, configurable alerts for receipts, pickups, and deliveries ensured updates were never missed and exceptions were resolved quickly.

04

THE APPROACH

We reverse-engineered the legacy system to identify pain points and design a modern core foundation to to rebuild the system on stronger technical ground.

KaapiSoft stabilized the system fast and layered in focused enhancements, delivering visible results from day one. By balancing continuity with innovation, we rebuilt trust and established a solid platform for the next phase of growth.

While keeping the legacy apps steady to protect continuity, we migrated the most important workflows to the new core, improving performance exactly where it counted.

We launched the first deliverable in two weeks and kept a steady flow of releases every few weeks, so the client saw immediate returns on their investment.

Held regular meetings, demos, and progress updates to ensure transparency and alignment with leadership.

THE OUTCOMES

Following KaapiSoft's intervention, Connect Services saw immediate relief across performance, stability, and day-to-day operations. The changes restored :

01 Management's confidence, replacing constant firefighting with operational stability.

02 Immediate relief for management, with clear proof the intervention worked and momentum returned.

03 The technical wins reduced rework, shortened the time from an order to an invoice, and improved cash flow by billing right away.

04 User experience and operations stability improved markedly, with peak hours handled without disruption

05 Confidence in the digital program was restored by fast, visible wins and measurable results.

06 The engagement evolved into a trusted, long-term partnership to sustain progress.

CLIENT TESTIMONIAL

"Kaapisoft has been a trusted partner in our digital transformation. Their expertise and guidance helped us modernize our systems, improve stability, and streamline operations, giving us a stronger foundation for future growth."

Marvic Bugeja, Managing Director at Connect

07

ABOUT US

Kaapisoft is a Malta-based technology consultancy specialising in Microsoft-powered automation and AI development, ERP and backend systems, and end-to-end digital consultancy.

We streamline operations and unlock growth with intelligent workflows, modernized legacy systems, and scalable ERP/back-end solutions, integrating the Microsoft stack, AI, and automation for robust, future-ready results.

Beyond delivery, we act as a technical systems partner, guiding complex transformations and aligning business goals with technology execution, to enable stability, scalability, and innovation without unnecessary complexity.

ENGINEER TO SCALE. BUILD TO LAST.