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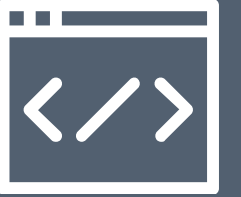
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CASE OVERVIEW

Connect Services is one of Malta's leading logistics operator, set out to modernize its operations with the goal of achieving smoother, faster, and more reliable digital workflows.

Their existing system began crashing frequently and responding sluggishly, depriving supervisors of real-time visibility and dragging throughput.

Rapid, production-aware triage pinpointed a faulty search trigger and query bottlenecks, enabling targeted fixes that restored reliability within days

THE CONTEXT

Connect Services set out to modernize its delivery and operations with a real-time digital platform to streamline dispatch and boost throughput, but **frequent crashes, slow queries, and unresponsive controls kept staff from the data they needed to keep logistics moving.**

A rapid, production-aware diagnosis pinpointed a faulty search trigger; replacing it ended the crashes, cut representative query times to 75% faster made controls feel instantaneous, and backed by ongoing third-party oversight, kept the gains stable, reducing wasted time and letting leadership refocus on the business.

THE PROBLEM



Connect Services faced major setbacks as it digitized its logistics operations. The existing software suffered from frequent crashes, slow queries, and unresponsive controls that prevented employees from accessing real-time data. These issues created delivery bottlenecks, wasted staff time, and disrupted daily operations.

The system's instability also undermined leadership's confidence, turning a critical business tool into a barrier to growth

What was intended to be a productivity tool had instead become a source of frustration.

Our team was engaged to diagnose the issues, restore stability, and realign the platform with its original goal of enabling efficiency and confidence across the workforce.



THE SOLUTION

KaapiSoft led an end-to-end, cross-layer diagnosis, spanning front end behavior, control wiring, and database access patterns, using vendor-approved tools and restricted rights in production

01 We establish baselines for reliability and performance. Our experts traced symptoms across front end and database access to isolate root causes and rank them by impact.

For Connect, this surfaced a single, high-leverage culprit, the faulty search-trigger, that explained both crashes and excess load.

02 We focused on critical problem areas that lend to cause the most disruption such as repeated errors, frustrating loops, or systems that run endlessly without

03 Optimized within the constraints of the existing database, concentrating on the query diagnostics layer where it mattered most.

04 We established a firm plan to produce the diagnostic report and hand it off to the system owners, working under restricted access with vendor-approved tools.

THE OUTCOMES

The outcomes and overall impact of the leave-application system have been significant, exceeding Connect Services' expectations for efficient employee management. These results have led to:

01 Vendor accountability improved through a prioritized findings report, clear acceptance checks, and auditable progress.

02 Representative query times is 75% faster. Reducing operational overhead and employee time waste.

03 Immediate reduction in wasted staff time (fewer crashes and improved delivery cadence).

04 Crash rate fell to zero, removing a major source of user frustration and operational disruption.

05 Users no longer waited a minute only to see the app crash; overall reliability and confidence improved markedly.

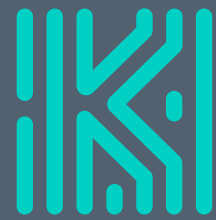
06 Restored leadership "peace of mind," allowing focus on operations and growth rather than firefighting.



CLIENT TESTIMONIAL

“Kaapisoft quickly diagnosed the underlying issues in our system and provided clear, practical guidance. Their swift intervention reduced crashes, improved performance, and gave our team the confidence to move forward.”

Marvic Bugeja, Managing Director at Connect



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/backend 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.