iOPEX



Hi-Tech and Saas

United States

BundleBox Enables 90% Faster Home Surveys & Achieves 97% AI Accuracy with Claude-powered Engineering

BundleBox is a US-based relocation technology company building an **AI-powered platform that connects residents and moving companies across the complete moving journey.** The company partnered with iOPEX to accelerate the development of a **secure, multi-tenant SaaS platform** that unifies lead capture, AI-assisted home inventories, quoting, scheduling, crew and truck dispatch, communications, and invoicing within a single workflow.

Highlights

- BundleBox needed to bring a complex, two-sided relocation platform to market while unifying AI inventory creation, mover operations, and consumer marketplace journeys.
- iOPEX implemented an **AI-assisted product engineering model using Claude Opus 4.x** through GitHub Copilot, supported by modular architecture, human-led reviews, and sprint-based releases.
- The completed platform enables full-home scans in under 15 minutes, delivers up to 97.3% item-identification accuracy, accelerates surveys by 90%, and helps reduce moving disputes by up to 60%.

Business Challenge

BundleBox identified an opportunity to modernize an industry in which customer acquisition, home surveys, estimation, dispatch, communications, and billing frequently operated through separate tools and manual handoffs.

The company envisioned an **AI-assisted operating system** that could serve both residents and moving companies. Residents needed a convenient way to document their belongings and receive reliable quotes without coordinating an in-home survey. Moving companies needed complete inventory information, qualified leads, accurate pricing inputs, and connected operational workflows.

Realizing this vision required BundleBox to address several product-development priorities.

Connecting a complex end-to-end product journey

The platform needed to orchestrate several interdependent capabilities:

- Omnichannel lead capture and qualification
- Resident-led video walkthroughs
- AI-assisted item, dimension, weight, and volume identification
- Editable visual inventories
- Mover-specific tariff and quotation workflows
- Marketplace-based quote comparison
- Customer and crew communications
- Job scheduling, crew allocation, and truck dispatch
- Move tracking, invoicing, and operational reporting

Every workflow also had to operate within secure, isolated customer workspaces, allowing multiple moving companies to use the platform without compromising tenant-level data privacy.

Accelerating development without creating future complexity

BundleBox's product roadmap required the engineering team to **convert a broad platform vision into production-ready capabilities** at startup speed. The delivery model needed to support rapid iteration and alternate-week releases while preserving consistent architecture, reusable code, reliable testing, and maintainable documentation.

The challenge was therefore twofold: **accelerate product development and establish the engineering discipline required to scale the platform** beyond its initial release.

iOPEX Solution

iOPEX established a **Claude-powered product engineering and enablement model** to help BundleBox convert its platform vision into a scalable product.

Product and Architecture Alignment

The engagement began by organizing the platform around the key entities and workflows required by residents and moving companies.

The product architecture connected:

- Omnichannel lead capture and qualification
- AI-generated visual inventories
- Mover-specific tariff and pricing workflows
- Quote preparation and comparison
- Job scheduling and move coordination
- Customer and field-team communications
- Invoicing and operational visibility
- Customer video walkthroughs
- Crew and truck allocation

A multi-tenant design enabled each moving company to operate within a secure, isolated workspace while using a common platform foundation.

Scaled User Support and Continuous Delivery

In alignment with the engagement's ongoing Claude Code scaled-user-support model, iOPEX helped establish repeatable practices for using Claude across product-development activities.

The completed Phase 1 program also established an alternate-week sprint-release model, giving BundleBox a structured mechanism to introduce new functionality, address product feedback, and continuously enhance the platform.

Claude-Powered Engineering Enablement

iOPEX integrated Claude Opus **4.x through GitHub Copilot into BundleBox's product-development workflow.**

Claude-assisted engineering was applied across activities such as:

- Supporting code review and refactoring
- Accelerating code creation and component development
- Maintaining consistency across frequent product releases
- Translating requirements into development tasks
- Generating test scenarios and technical documentation
- Understanding and refining complex workflows
- Accelerating troubleshooting and defect resolution

The model combined **AI assistance with human-led architecture, review, testing, and release governance.** This allowed the engineering team to use Claude as a **development accelerator** while retaining accountability for product quality and technical decisions.

End-to-End Platform Development

iOPEX supported the **development of a unified platform serving both sides of the relocation ecosystem.**

For residents, the solution enabled guided room scans, editable household inventories, quote requests, mover comparisons, and improved visibility across the moving journey.

For moving companies, the platform brought lead management, survey data, estimates, scheduling, dispatch, crew allocation, communications, and invoicing into one operating environment.

By maintaining a common information flow, the platform reduced the need to recreate data as a move progressed from sales to operations.

The Result

The completed engagement provided the US-based relocation technology company with a scalable engineering foundation and a differentiated, market-ready platform for modern moving operations.

90%

Faster Home Surveys

Residents can complete the inventory process significantly faster than with traditional in-home surveys, reducing waiting times and enabling moving companies to begin estimation sooner.

Under 15-Minute

Full-Home Scans

A guided mobile walkthrough can generate a structured household inventory in under 15 minutes for a typical home, eliminating the need to coordinate an initial on-site visit.

Up to 97.3%

Item-Identification Accuracy

Computer vision identifies household items and estimates their dimensions, weight, and volume, providing movers with more complete information for pricing and operational planning.

Up to 60%

Fewer Moving Disputes

Timestamped visual inventories create a clear record of household items and their condition, strengthening transparency and helping protect both residents and moving companies.

Continuous Product Innovation

A governed Claude-assisted engineering model provides the company with a repeatable mechanism for expanding platform capabilities without proportionally increasing team size or development complexity.

Connected Lead-to-Invoice Operations

Lead capture, surveys, inventories, quotes, scheduling, dispatch, communications, and invoicing now operate within one platform instead of across disconnected applications.

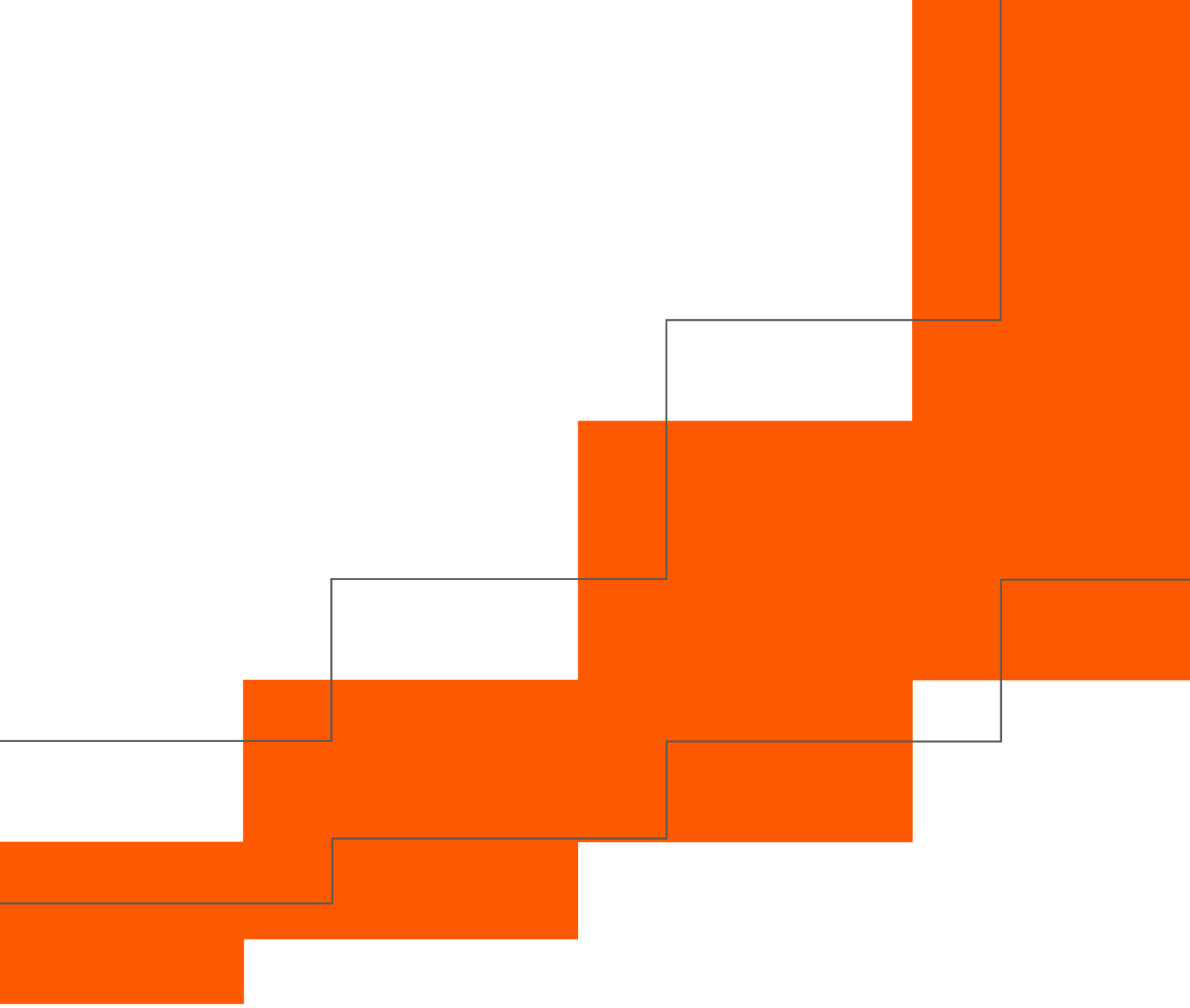
Leaner Engineering with Fewer Iterations

Claude Opus-assisted development enabled a leaner engineering team to execute a broad product roadmap without a proportional increase in resources. AI-supported coding, testing, documentation, troubleshooting, and code refinement reduced avoidable rework and shortened feedback loops across product, architecture, and engineering.

Faster Ideation-to-Production Cycles

Product ideas could move more rapidly from initial requirements to production-ready capabilities. Combined with human-led reviews and an alternate-week release cadence, Claude-assisted engineering accelerated prototyping, development, testing, and release preparation while maintaining architectural consistency.

BundleBox emerged with more than an AI survey application. It established a unified operating model that combines resident convenience on the front end with the operational depth moving companies require on the back end.



About iOPEX

iOPEX Technologies is a new-generation agentic AI and automation-led enterprise transformation partner headquartered in San Jose, California. At the intersection of enterprise operations, agentic AI, and intelligent automation, we deliver Intelligence as a Service. Over 70 global brands trust iOPEX as a strategic partner to turn AI into results that scale. We help clients accelerate enterprise transformation without endless consulting cycles by embedding intelligence directly into workflows. Contact us at www.iopex.com.

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