



AI-Powered Moving and Relocation Technology



United States

BundleBox Builds a Connected Moving Platform with iOPEX Claude Code–Led Engineering

BundleBox is an AI technology startup building vertical SaaS for the US moving industry. To translate its vision of a connected moving experience into production-ready technology, BundleBox engaged iOPEX to engineer an integrated ecosystem spanning customer planning, AI surveys, CRM, marketplaces, mobile applications, and move-day operations.

Highlights

- BundleBox needed to bring a fragmented moving journey, spanning customer intake, property surveys, quotation, mover selection, dispatch, and execution, into one connected digital ecosystem.
- iOPEX embedded Claude Code into its full-stack engineering lifecycle to **accelerate architecture, implementation, refactoring, debugging, testing, and documentation** across web, mobile, backend, and ML components.
- The engagement delivered an ecosystem spanning **eight product surfaces and six stakeholder groups**, creating a scalable digital foundation from the first customer interaction through move-day execution.

Business Challenge

BundleBox set out to reimagine a moving journey that has traditionally depended on multiple disconnected interactions and systems.

Customer requirements can begin with phone conversations and property details, progress through in-person or video surveys, move into inventory creation and quotation, and then pass across movers, surveyors, operations teams, and crews before the move is completed. This creates multiple points at which information must be interpreted, transferred, and acted upon.

BundleBox envisioned a unified technology platform capable of connecting these interactions. Delivering that vision, however, required substantial engineering depth.

The platform had to transform conversations, images, walkthrough videos, property information, and operational data into structured workflows while supporting very different users—from consumers and concierge teams to surveyors and move-day crews.

The underlying engineering challenge was equally complex. A single product requirement could require synchronized changes across conversation states, business and pricing rules, APIs, databases, web experiences, Kotlin Multiplatform applications, and AI/ML services.

BundleBox therefore needed a **technology provider capable of converting detailed product and UX requirements into coordinated, production-ready software** across a rapidly expanding multi-application environment.

iOPEX Solution

iOPEX took end-to-end responsibility for engineering the connected BundleBox ecosystem and established an AI-assisted development model with **Claude Code embedded throughout the software engineering lifecycle**.

Rather than using Claude Code only for isolated code generation, iOPEX applied it as a **context-aware engineering agent** across architecture, implementation, code modernization, debugging, testing support, and technical documentation.

Claude Code–Led Full-Stack Engineering

iOPEX provided Claude Code with the engineering context required to understand how changes affected the wider platform, including approved product requirements, UX flows, repository context, APIs, data schemas, workflow states, and tests.

This enabled Claude Code to support iOPEX engineers in translating product requirements into coordinated changes across multiple layers of the technology stack.

For features spanning several systems, Claude Code helped iOPEX:

- Analyze dependencies across repositories and application components
- Refactor existing modules as product requirements evolved
- Support test creation and regression validation and
- Implement changes across frontend, mobile, backend, and ML services
- Trace and debug issues crossing application and service boundaries
- Generate implementation and technical documentation for engineering review.

By maintaining richer engineering context across the development cycle, iOPEX reduced the friction involved in translating complex specifications separately across individual components.

Engineering Eight Connected Product Surfaces

Using this engineering model, iOPEX developed an ecosystem spanning eight major BundleBox product surfaces and capabilities:

B2C Move Planner

Structures the initial customer conversation and captures information required to initiate move planning.

AI Survey

Transforms remote property walkthroughs into structured inventory and move-planning information.

CRM Platform

Centralizes customer, survey, quotation, and operational workflows.

Demand Insights

Provides data-led visibility to support demand and opportunity identification.

Mover Marketplace

Connects moving requirements with service-provider workflows.

Surveyor App

Supports field and remote survey activities through a dedicated mobile experience.

Crew App

Extends structured job information into move-day execution.

Scanner, LiDAR, and ML Services

Provides the underlying computer-vision and spatial capabilities required for advanced inventory and property understanding.

iOPEX connected these product experiences through web applications, Kotlin Multiplatform mobile apps, Python and FastAPI services, databases, cloud infrastructure, and AI/ML processing pipelines.

The production technology environment uses Google Cloud Platform services including Cloud Run and Cloud Storage, together with supporting technologies such as MongoDB Atlas, Pub/Sub, Firebase, and Twilio OTP.

Engineering AI with Human Control

iOPEX established clear engineering controls around the use of Claude Code.

Claude Code-assisted development did not bypass the software delivery process. Code and changes produced with Claude Code remained subject to **iOPEX engineer review and regression testing before production deployment**.

Staging and production environments enabled controlled releases, while structured schemas and code-enforced workflow states helped maintain consistency across AI-enabled workflows.

For sensitive customer and property information, iOPEX implemented tenant- and organization-level controls, role-based access, OTP authentication, short-lived access tokens with rotating refresh tokens, signed upload URLs, and encrypted cloud transport and storage.

This allowed iOPEX to use Claude Code extensively as an engineering accelerator while keeping production decisions, validation, and accountability with its engineering team.

The Result

iOPEX transformed BundleBox's product vision into a connected technology ecosystem capable of supporting the moving journey from initial customer engagement through survey, planning, service-provider coordination, and move-day execution.

8 Product Surfaces Engineered

iOPEX delivered eight interconnected product surfaces and technology capabilities spanning consumer applications, AI survey automation, CRM and operations, marketplace capabilities, field applications, and advanced scanning and ML services.

Instead of developing isolated tools around individual stages of the move, iOPEX created a technology foundation designed to carry information and workflow context across the broader customer journey.

1 Engineering Model Across Web, Mobile, Backend, and ML

iOPEX established a single AI-assisted engineering approach capable of supporting coordinated changes across a complex multi-application stack.

Claude Code became a core part of that delivery model, helping iOPEX engineers work across product requirements, repositories, APIs, application logic, schemas, and tests while retaining human review over every production release.

Phased Delivery of an Expanding Product Ecosystem

iOPEX delivered the platform progressively through 2026.

The AI Survey and core CRM platform established the initial foundation. iOPEX subsequently extended the ecosystem with the B2C Chat-to-Move-Plan experience, Demand Insights, and the Mover Marketplace, while developing the Crew and Surveyor applications and scanner, LiDAR, and ML capabilities in parallel.

This phased engineering approach allowed BundleBox's product environment to expand without treating each new capability as a standalone technology build.

6 Stakeholder Groups Connected

The platform brings consumers, concierge and operations teams, movers, surveyors, crews, and management into a common digital ecosystem.

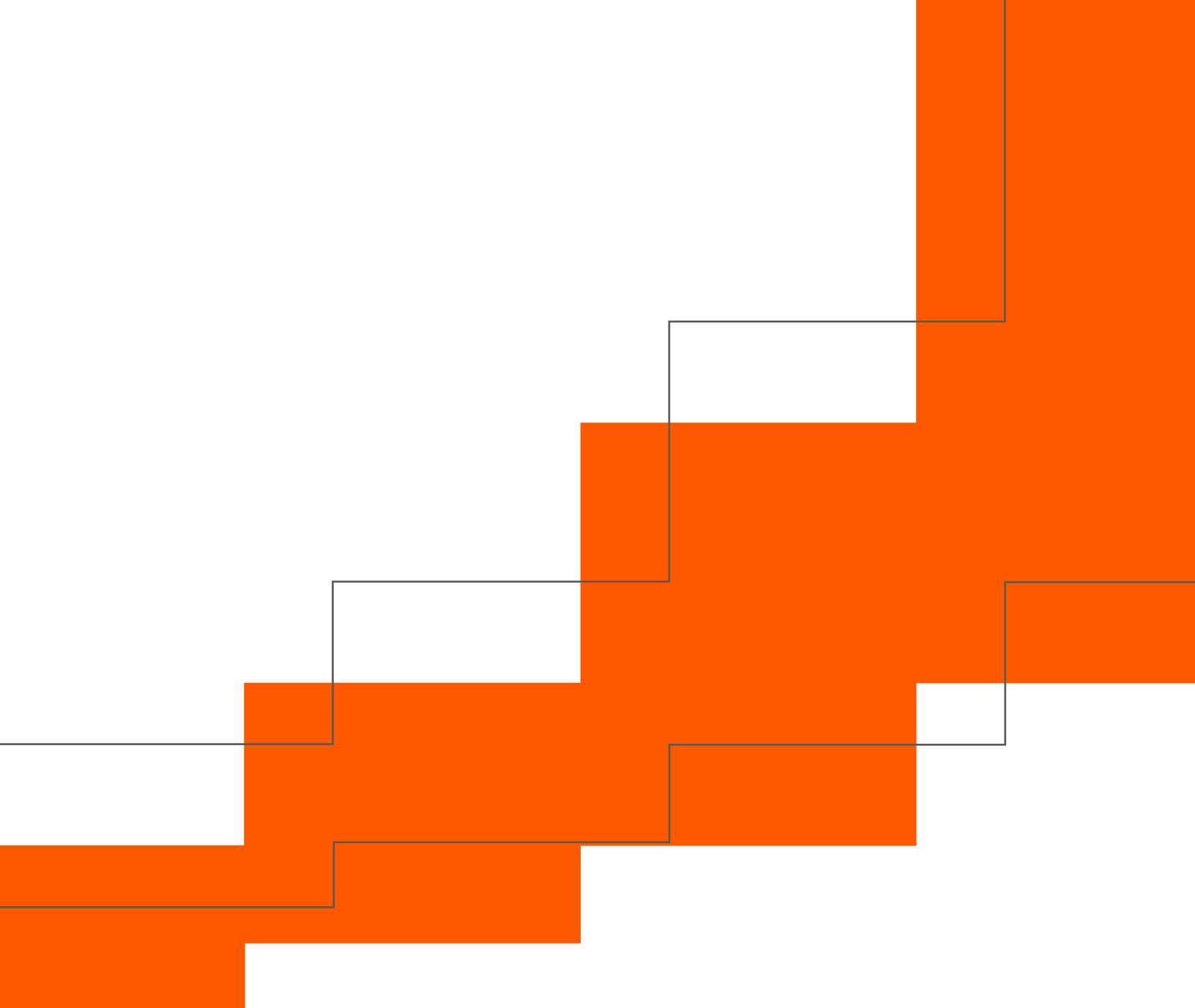
This creates a foundation for reducing the repeated transfer of information between disconnected conversations, spreadsheets, survey processes, CRM tools, and operational workflows.

A Scalable Foundation for an AI-Native Moving Experience

Most importantly, iOPEX created the engineering foundation required for BundleBox to evolve from a collection of moving-industry interactions into a connected, AI-enabled product ecosystem.

Claude Code strengthened iOPEX's ability to execute that transformation across a broad technical surface—supporting software development from architecture and implementation through debugging, testing, refactoring, and documentation.

The result is a platform engineered to support BundleBox's vision at scale while preserving the engineering governance required for production software.



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.iopeex.com.

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