

CASE STUDY

A NEW ERA FOR SUPREME INTERNATIONAL DEALERS

The Supreme Portal Project is a dealer management system designed to streamline operations, improve navigation, and enhance efficiency.



Supreme International Dealer Portal

Supreme International Ltd. is a leading manufacturer of vertical feed mixers and agricultural equipment, specializing in innovative feeding solutions for the livestock industry.

Website

Supreme International

Industries

Agriculture, Manufacturing

Services

Full-stack web application, Custom software development, API development and integration services, Frontend UI/UX design and implementation, Database design and implementation, Authentication system implementation

Technologies

react.js, .NET 8.0 Minimal API, Tailwind CSS, OAuth 2.0, C#, MSAL (Microsoft Authentication Library), Azure SQL Database

By the metrics

65%

Customer Self-Service Adoption handled through the portal (significantly reducing support workload) *Before: 20%*

40%

Reduced to 30 inquiries per day. (40% reduction due to self-help resources and automated FAQs) *Before: 50 inquiries per day*

Challenge

The Supreme Dealer Portal needed a modern, user-friendly solution to streamline dealer operations, replacing outdated, fragmented systems that slowed efficiency. The challenge was to integrate multiple data sources (ERP, SharePoint) while enhancing navigation, security, and role-based access to improve dealer workflow.

Solution

The solution was to build a cloud-based dealer portal with real-time ERP integration, secure authentication, and intuitive navigation.

Impact

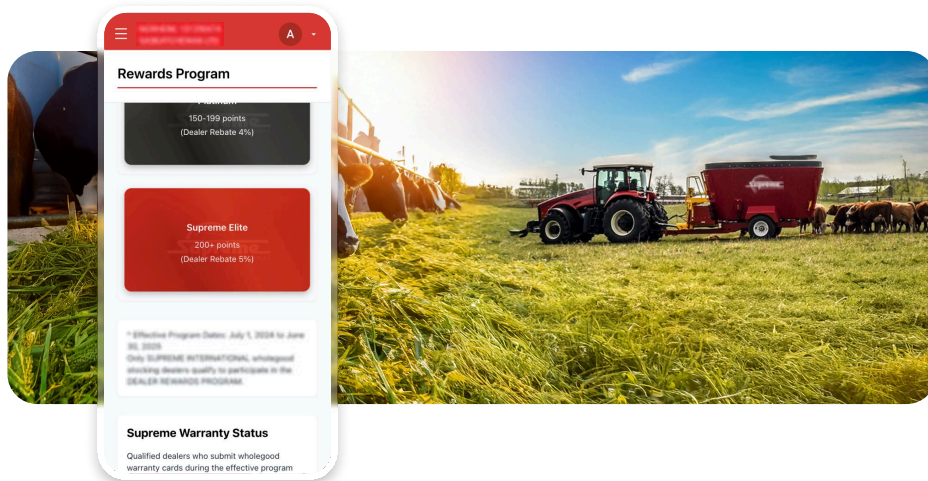
The Supreme Dealer Portal was successfully designed, developed, and deployed as a seamless, secure, and data-driven platform, transforming operations, enhancing efficiency, and improving real-time business insights.

Key Results:

- **Customer Satisfaction:**
Before: Average rating of 6.2/10
After: Increased to 8.6/10 (approximately 38% improvement)
- **Customer Query Resolution:**
Before: Average response time of 30 minutes for inquiries
After: Automated support reduces response time to 5 minutes (83% faster)
- **Operational Cost per Order:**
Before: Higher manual processing costs
After: Costs reduced by approximately 30% through streamlined processes

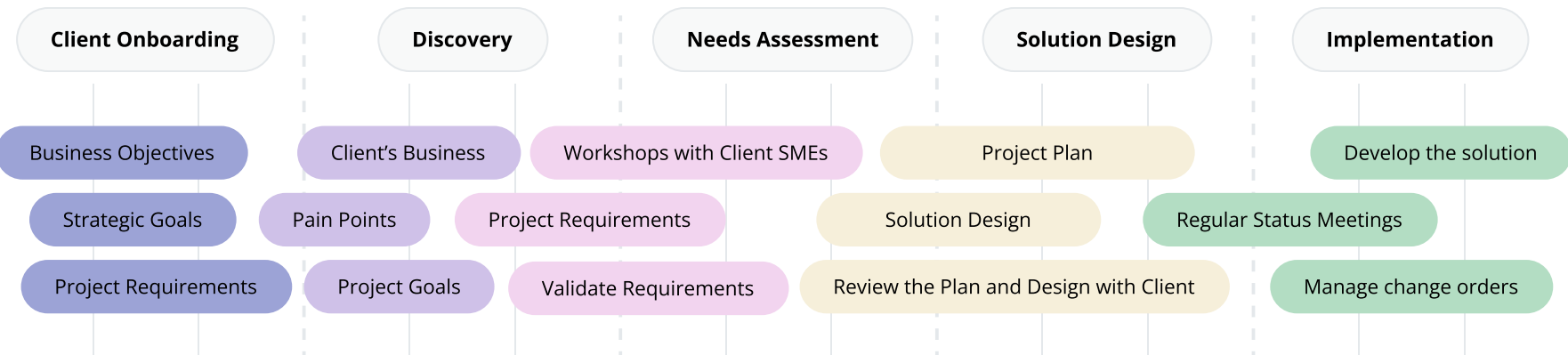
Introduction

The Dealer Portal is a full-stack web application built for Supreme International, an agriculture wholegoods and parts wholesaler. This portal is designed to empower agriculture supply dealers with self-service capabilities including account management, order tracking, and communication functionalities. The portal is deployed on Microsoft Azure and integrates with external systems such as SharePoint and an external vendor database.



Process

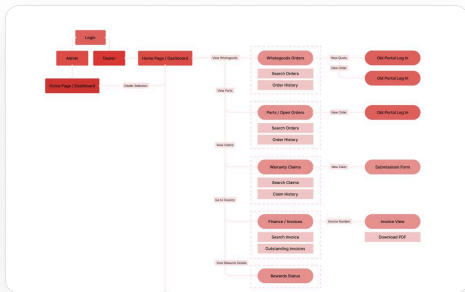
We follow our Project Lifecycle Playbook, a structured 11-play process map that guides project creation from start to finish. This playbook ensures consistency, efficiency, and professionalism across all Bison & Bird projects, including AI Solutions, and Cloud Service Implementations.



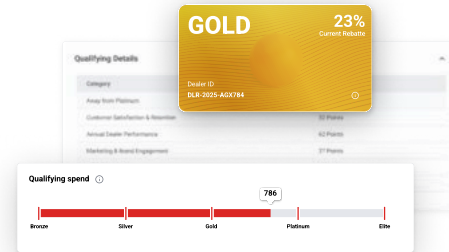
Modern Cloud-Based Infrastructure:

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- The screenshot displays the 'Admin' interface of the Dealer Management System (DMS). The 'Admin' dropdown menu is open, showing the following options:
- Name Surname (email@gmail.com)
 - Dealer Selection
 - User Management
 - Log Out
- Below the menu, there is a pagination control showing '10' and '1-10 of 109', along with navigation arrows.
- The background shows a 'Dealer Viewer' form with the following fields:
- Dealer Buyer
 - Executive Sales
 - Application Address
 - Trading Interval: 10
 - Applications
- At the bottom, there are 'Cancel' and 'Add User' buttons.

- Track earned points, rebate percentages, and next-tier progress.
- Real-time synchronization with SharePoint for up-to-date status.



- Custom access levels for dealers, finance users, and admins.
- OAuth authentication, JWT tokens, and Azure Key Vault encryption for secure data management.





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