



Reference letter for Itransition

Founded in 1999, TLC Solutions offers a wide range of IT services, from Managed IT support and Strategic and Technical Consulting to implementation of enterprise-class solutions. With offices located across British Columbia, Alberta, and California, we have been rapidly growing throughout Canada and the United States. Our clients include businesses, both large and small, across various sectors.

One of our key customers operates a medium-sized yet intricate business. They design and develop award-winning lighting solutions and sell them under their brand. Their operations involve close collaborations with manufacturers and vendors globally, rendering their business processes such as supply chain management rather distinctive. This pursuit of perfection and meticulousness deeply ingrained in their business DNA also extended to their corporate software selection process. They explored various Enterprise Resource Planning systems (ERPs), from the prominent to the niche ones, yet none seemed to meet their unique needs, leading them to engage our services for a bespoke ERP solution.

Accustomed to the challenges of ERP development, which is - to be honest - one of the most challenging software engineering endeavors due to the combination of business criticality, complexity, and long development cycles, we decided that we needed a strong technology partner. This led us to Itransition, a firm that exceeded our expectations.

From the very beginning of our collaboration, we were impressed by Itransition's experience in developing and implementing enterprise-level software solutions. Before joining our project, they had successfully delivered numerous projects in various industries, demonstrating their expertise in handling complex projects. Their project portfolio demonstrated their ability to design, develop, and implement customized ERP systems aligned with clients' requirements. Their tech expertise confirmed they had been working with a wide range of technologies, frameworks, and platforms. We were confident that they would develop a robust and future-proof solution.



In less than a year, together with Itransition, we delivered a fully-featured ERP that covered all the customer's requirements (for instance, dropshipping, stock allocation, and import document management, to name just a few). Throughout the entire project, Itransition demonstrated a collaborative approach — their team members becoming an integral part of our own. They contributed a lot to making our joint software delivery process as smooth as possible.

Itransition's customer-centric attitude should be noted too. They actively listened to our customer, communicated openly, and provided valuable insights and recommendations. They thoroughly gathered and analyzed the requirements, which became a key factor for making the new ERP features and processes fully support our customer's business needs. They also smoothly migrated data from the old system to the new ERP and ensured seamless integration with other systems that complemented the ERP functionality. In early 2023, the new ERP went into production, and since then, we've continually received positive feedback from the customer.

In conclusion, Itransition proved to be the ideal choice for our project. We keep working with the Itransition team to expand the ERP's functionality and could not be happier. Without hesitation, we highly recommend Itransition as a trusted technology and business partner with a strong reputation for delivering high-quality software solutions. Their technology excellence, industry knowledge, collaborative approach, and commitment to customer satisfaction make them a reliable choice for any organization seeking a long-term partnership to drive digital transformation and achieve business success.

A handwritten signature in black ink, appearing to read 'Seungbum Yoo', written in a cursive style.

Seungbum Yoo
President & CEO
TLC Solutions