



Recommendation of Itransition for the 2021 Global Outsourcing 100

V-Technologies, LLC is a US-based technology company specializing in designing, developing, and supporting integrated shipping software solutions. Our two main products StarShip and ShipGear connect users to ERP, eCommerce, and business applications to automate the processes of shipping, accounting, and customer service. StarShip integrates with ERP and eCommerce platforms on one side and with parcel and freight carriers and 3PLs on the other. We have integrated with most popular national and regional carriers such as UPS, FedEx, USPS, DHL, YRC, XPO, and ABF Freight; popular ERPs including SAP B1, MS Dynamics GP, Acumatica; and eCommerce marketplaces and carts including 3DCart, Amazon, Magento, Volusion, WooCommerce, and others. Our company has 10K satisfied customers and is constantly growing its client base.

Our collaboration with the Itransition team began by developing the Subscription Management System – an access and identity management self-provisioning web application that allows customers to sign up for StarShip Online service. Using the portal a new customer can register for a free trial, activate and change subscription online, change tiers and options, and manage payments. The system handles all the billing processing, user management, roles, permissions, email notifications, and alerts. It also includes administrative and reseller portals that provide tier and pricing management as well as usage and revenue reporting capabilities. The system included bare minimum features in the first phase, but it grew to include much more functionality in the last couple of years.

After the success of this first project – Subscription Management System – we continued working with Itransition on migrating StarShip, our flagship shipping software, to the Cloud. At that time, our on-prem StarShip – a client-server application – had to be installed locally on customers' machines or hosted by a third party, requiring a lot of knowledge, effort, and time. We wanted to enter the Cloud market to expand our offerings to a new customer base interested in a lighter and easier process of signing up, setting up, and being able to start shipping quickly. The goal was to develop a native multi-tenant application that would allow us to share resources servicing many customers on the same infrastructure. Itransition developers made a PoC for migration of our existing StarShip to the Cloud. Several cloud platforms were evaluated, and the Azure Service Fabric platform was chosen for several reasons including cost of development (ease and time of migration efforts) and ongoing cost of future SaaS solution resources. Itransition calculated the number of cloud resources, their scaling capacity, and the cost estimates depending on the number of clients using it in the future. Load testing of our existing architecture was carried out using Azure tools.

When the PoC was approved, we began working on changing the existing client-server architecture to microservices-based architecture to support multi-tenancy, provide availability and scalability while keeping security considerations in mind. Itransition engineers worked alongside our internal team to adapt the existing solution to run in the Cloud, developed new system modules, and modified existing ones for Azure compatibility. Itransition carried out the move professionally, and now the same codebase can be built and configured automatically for either generating on-prem installers or being deployed to Azure as a set of Azure services. StarShip Online now runs on a microservice-based architecture, consisting of two websites and 13 separate services communicating with each other. Itransition developers have also set up the automatic creation of the pre-production environment using Azure Resource Manager templates and PowerShell.

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We have also utilized Itransition security and load testing expertise to make sure our solution meets all the necessary security standards and able to work within the anticipated usage load before the release of StarShip Online. Load testing has been automated by Itransition and is a part of our current continuous testing approach. StarShip Online has been in production since spring 2020, with many satisfied customers already using it.

V-Technologies and Itransition have become technological partners, with engineers from both companies working together within our Development and QA departments. Today, the Itransition team consists of developers and automation QA experts. Dedicated Itransition developers work on separate parts of the solution alongside our internal engineers. Itransition developers are involved in developing and supporting some of our ERP/eCommerce/marketplace integrations, our integrations with carriers, and continually adding new functionality to the Subscription Management System.

Besides providing development and QA services, Itransition has helped us change and set up many processes within our four years of collaboration. Itransition constantly consults us on improvements in processes as well as the latest technology tools to modernize workflow and operations. We are using the Kanban process within the organization. Upon Itransition's suggestion, we moved from Mercurial, hosted internally, to BitBucket Git hosted by Atlassian for source control. We also switched to TeamCity build machine and implemented Octopus Deploy configurations for release management and automated continuous deployment. We moved away from our legacy documentation system to Confluence and from our previous ticket system to Jira. In addition, to modernizing our processes, we started using a service for package management and governance, MyGet, and a service for local package management, ProGet. Itransition's QA team introduced us to TestRail and developed a system of collecting logs from the Cloud and analyzing them using Elasticsearch and Kibana.

V-Technologies and Itransition collaboration allowed us to widen our customer base, enter new markets, and provide a cloud-based version of our product that is modern, scalable, and future-proof. Itransition has not only excelled at providing full-cycle development, QA, and consulting, but also became our reliable technology partner, always initiating and supporting the modernization of our technological and process stack. We would happily recommend them for inclusion in the 2021 Global Outsourcing 100 list as a software vendor that can provide a full range of services and jump on any project, no matter how complex and ambitious.

Sincerely,

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A handwritten signature in black ink, appearing to be 'Elena Savelyeva', written over a light blue horizontal line.

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