

Continuous Improvement With Custom Software

Challenge: A long-term manufacturing customer needed a smarter way to handle occasional shipping and packing errors without replacing their entire system.

Solution: EMP Tech Group had developed a custom manufacturing software platform for a customer years ago. Instead of replacing it with a larger commercial system, the customer chose to keep improving it—partnering with EMP’s programming team to refine and update the software’s internal rules.

Story: An auto manufacturer initially asked EMP to develop a temporary, custom-built operational software solution to use for three years while they explored larger software options. However, EMP’s system proved so effective that the customer continued using it and enlisted EMP engineers and programmers to keep it evolving with their manufacturing needs. Recent upgrades included "Manual Shipping", a new feature that lets users correct

unrecorded trailer loads directly in the system, eliminating the need for database edits and reducing costly shipment errors. EMP also introduced "Manual Master Pack", which allows partial shipments when standard pack quantities can’t be met, keeping production moving and avoiding delays. As the customer’s operations evolved, EMP enhanced the platform to support new product types and more flexible billing tools. Each of these improvements demonstrates how custom software can grow with a business. By continuing to utilize EMP's customer focused partnership, the customer has maintained a stable, efficient platform that’s uniquely suited to their operation.

