Designing a custom asset management system in less than 3 weeks

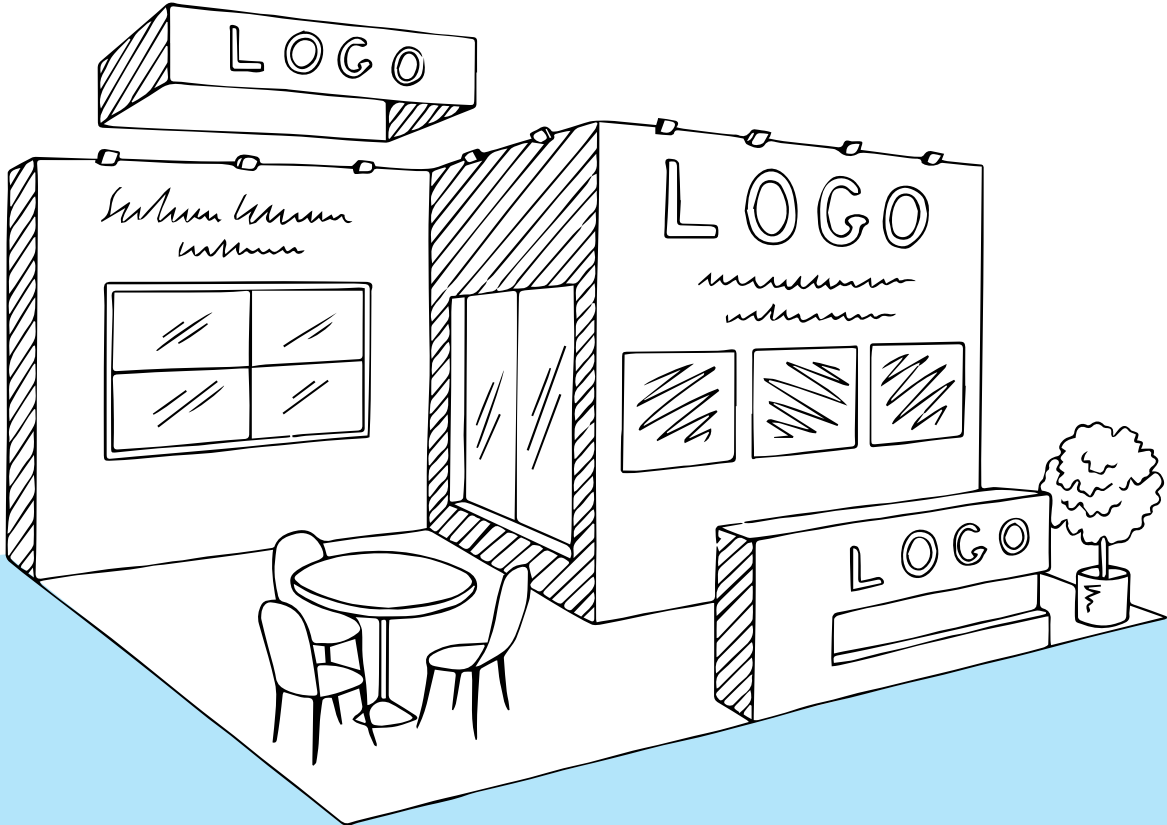# INDEX

The Company

Industry: Events | Employees: 5-20 | Founded in: 1979

Based out of Charlotte, North Carolina, ACI Design is a **full-service design and production studio** specializing in trade show exhibits, displays, large format graphics, and related support services.

The company began in 1979 as a business-to-business advertising agency and graphic design firm. Since then, they've helped over **1,100 customers with their trade show displays and exhibit needs.**

The mainstay of ACI Design is new exhibits and custom rentals for trade shows. In addition, they offer services like storage and maintenance to clients who purchase their displays from ACI Design and want a company to manage their exhibit assets.
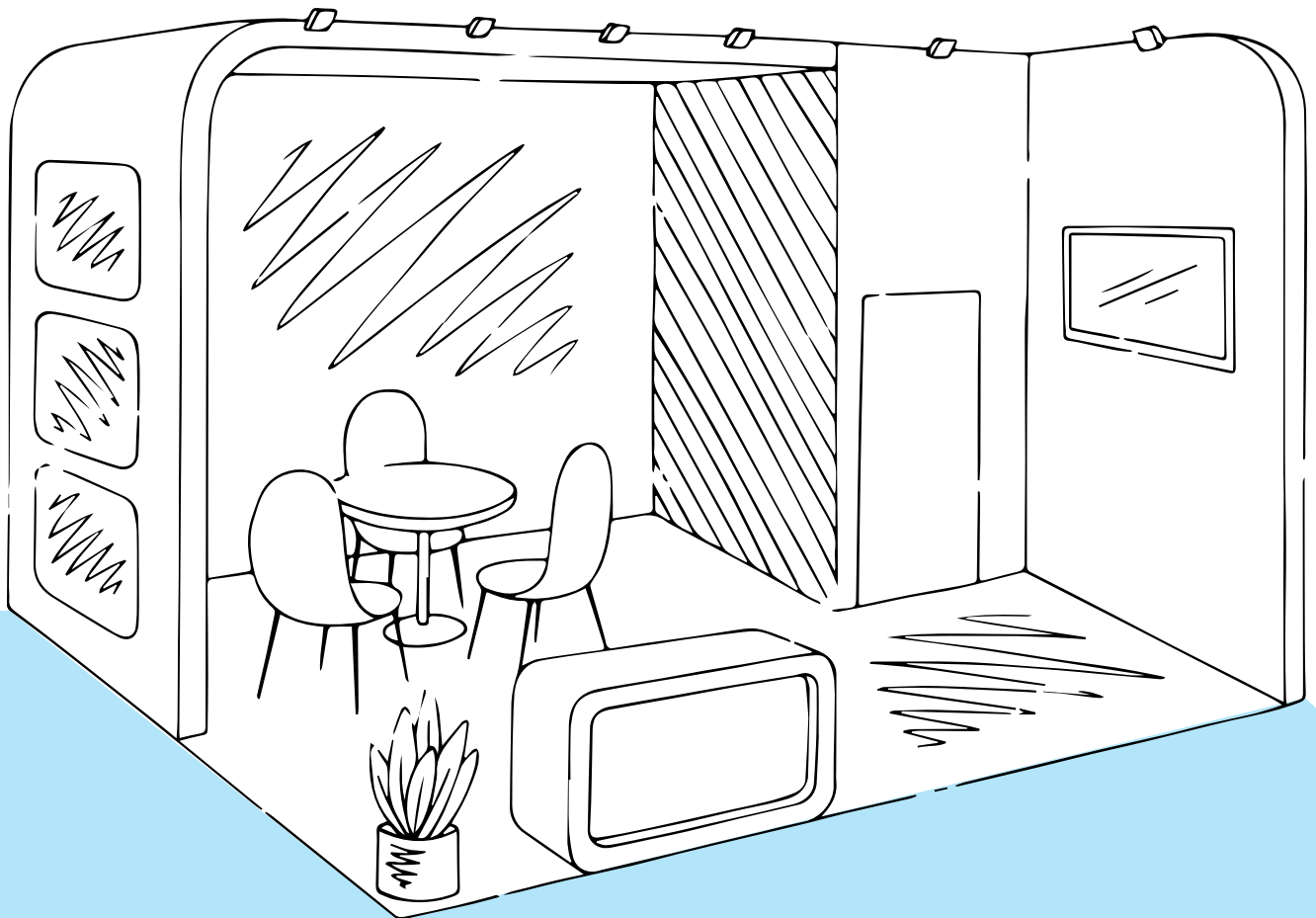
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ACI Design has been in business for over 40 years. Our goal is to help our customers put their best foot forward on the trade show floor, and to have as stress-free a show as possible.

Helen Richie
Partner, ACI Design

ACI Design, together with Zoho Partner Multiplica Lite, developed a custom asset management platform using Zoho Creator. Read this ebook to see how the platform enables ACI to provide a seamless experience to its customers.

The Challenge

Back in late 2017, ACI Design **purchased licenses for off-the-shelf asset management software**. The vendor promised that it would help ACI ensure they never lose track of an item, and that the software would adapt to the way it worked.

While the software **didn't fit ACI's workflows perfectly**, it did enable them to digitize their operations. ACI used the product to offer customers access to a dedicated dashboard with all their activities.

In late 2020, the **vendor introduced an update** that changed how the software worked. The update introduced changes to the system that created extra work to execute general processes.

For example, ACI could see all the information on a single dashboard without changing screens in the previous version. After the update, they had to go through different screens to see the same information. Sorting and filtering were moved to a small menu that took several weeks to figure out where and how to sort.
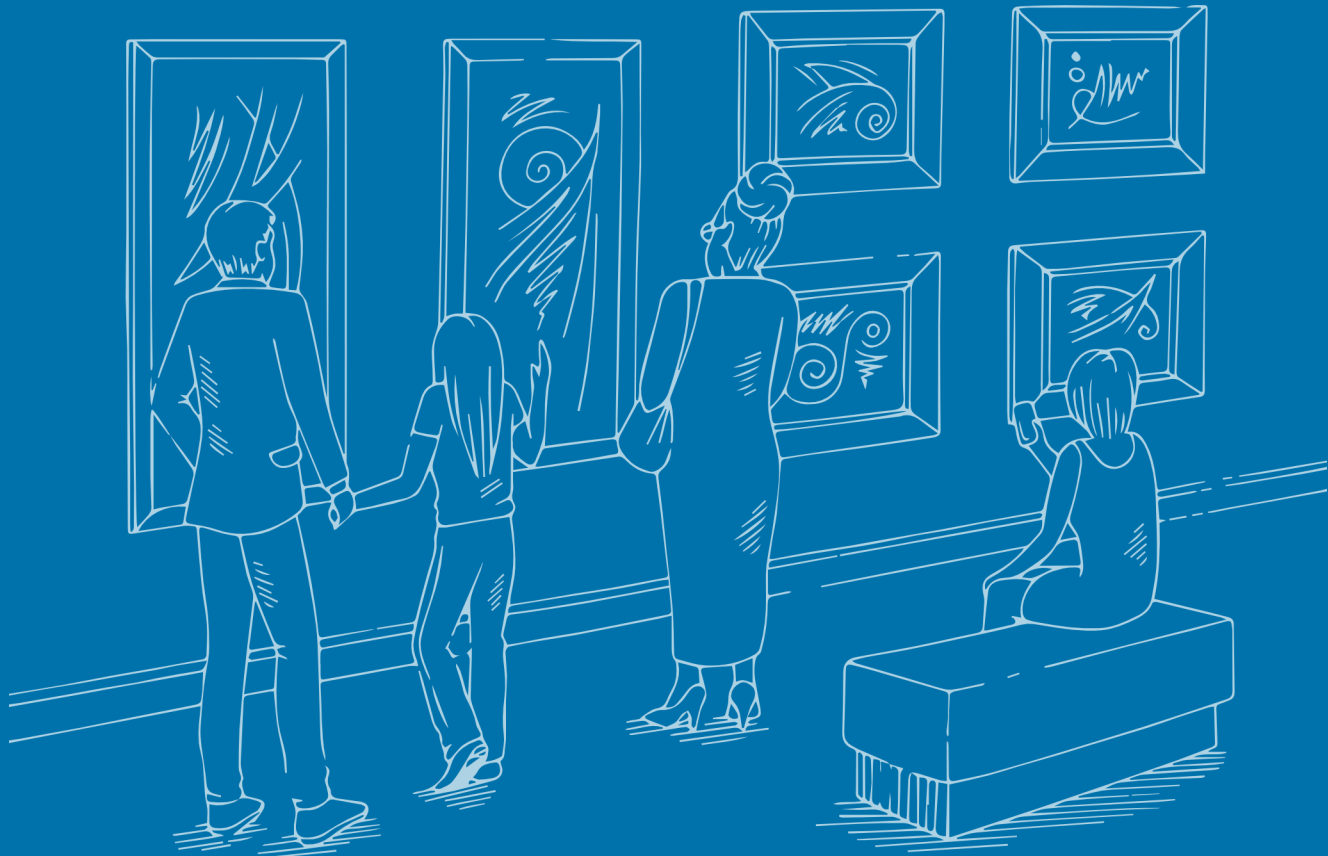
These changes **made the product very complicated to use** for ACI and their customers.

> *We were looking for software that would mold itself to our business process rather than the other way around. The software needed to be simple enough for our customers to use while offering the advanced features that we were looking for.*

Helen Richie
Partner, ACI Design

The Solution

ACI decided to reach out to **Multiplica Lite**, a Zoho Partner, who created a proof of concept for them on Zoho Creator—and they were immediately sold on the possibilities of the platform.

Using Zoho Creator, Multiplica Lite created **a tailor-made asset management platform for ACI Design** that conformed exactly to their business processes and practices.

Nadia Alvarez, from Multiplica Lite, led the development of platform for ACI.

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ACI's project was unique, because they were pretty clear on their needs, including their inventory's update across the different modules according to its status. Making sure ACI got everything they needed from the end product was made easy by Zoho Creator.

Nadia Alvarez
Project Manager, Multiplica Lite

Helen and Nadia connected every week to discuss and chart out the platform. Helen would share screenshots and detailed description of ACI's business processes, which Nadia used to create a detailed blueprint of the platform. With the blueprint, Nadia and her team created the basic app structure on Zoho Creator and finalized the features that ACI would need in the platform.

In just about 3 weeks Multiplica Lite finished building the platform for ACI Design.

It offered features like:

Dashboards
Allows the customer to easily see what they ordered, without having to print a report

Notifications
Automatic notifications from the system alert the client and the administrator about new uploads

Asset details page
Contains information like dimensions, customer details, and event associations

Audit history
An automatic log is generated when staff add entries while moving assets

Attachments

A module that stores images and videos of the assets

Custom roles

Enables the application admin to control what users can see

Maintenance system

Keeps track of repairs

Notes

Allows staff to add notes to items, such as any issues or images from damage

Printing

Offers the ability to print detailed work orders

Benefits and ROI

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The new system developed by Multiplica Lite helped us simplify the client's ordering process through the customer portal. It also streamlined the administrative process, saving time spent on creating work orders and executing client requests. Overall, we're very happy with Zoho Creator and the work done by the team at Multiplica Lite.

Helen Richie
Partner, ACI Design

Looking Forward

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We plan to look into the possibility of adding our rental inventory to the system in such a way that the client can order that along with their own inventory.

Nadia Alvarez
Project Manager, Multiplica Lite

About Multiplica Lite

multiplica*lite*

Multiplica Lite is a Zoho Partner based out of Mexico.They offer services, such as Zoho implementation, platform training, and Zoho app extension building for their customers across the globe.

Lite was born 4 years ago, with the purpose of supporting companies to (re)design their internal processes, focused on people's behavior and habits. They specialize in easing companies' journeys toward digital transformation through process automation.

Learn more about Multiplica Lite:
https://www.multiplicalite.com/en/

About Zoho Creator

Running a business is no mean feat, and we believe we can help. Rapidly build custom applications that are a perfect fit for your business, or choose from our extensive range of prebuilt apps and modify them. The best part? You don't have to be a programmer. Just signup, pick a plan, and start building!

Great brands trust us:

ZOHO Creator

www.zoho.com/creator

We'd love to talk! Reach out to us:
hello@zohocreator.com