



# CASE STUDY

Enhancing SugarCRM  
Mobility: Danish Client's  
Custom iOS App by  
Rolustech

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# About the Project

Our Danish Client, an import and export company, required a customized iOS application to enhance the accessibility and functionality of their SugarCRM instance.

The project, led by Rolustech, focused on developing an intuitive mobile solution to streamline CRM operations, improve data tracking, and optimize the Quote module.

By leveraging SugarSDK, Rolustech built a robust iOS application tailored to the clients specific business needs.

**CRM Edition:** SugarCRM v9.0

**Development:** iOS App using SugarSDK

**Industry:** Import and Export







# Key Challenges

Despite the advantages of using SugarCRM, our Danish Client faced several operational challenges that needed to be addressed to ensure a seamless mobile experience.

- **CRM Accessibility on Mobile** – The client needed a custom iOS app to access and manage their SugarCRM instance efficiently.
- **Data Accuracy & Tracking** – Required precise timestamping, longitude, and latitude tracking for images in CRM modules.
- **Quote Module Customization** – Needed to hide specific fields and tables while adding a custom description field for line items



# The Solution

Rolustech developed a robust iOS application that seamlessly integrates with SugarCRM. The solution included:

- **User Signature Capture** in the Task Module for authentication.
- **Location Tracking for Images** – Each image stored in the CRM includes an automatic timestamp, longitude, and latitude.
- **CRM Customization** – Modified the Quote module by hiding unnecessary fields and adding a new custom description field for better record-keeping.





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# Major Updates

By implementing these solutions, Rolustech introduced several key enhancements to improve functionality and user experience.

- Integrated real-time location tracking for enhanced data accuracy.
- Enhanced user authentication with a digital signature feature.
- Optimized the Quotes module to improve workflow and reduce clutter.



# The Impact

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These updates significantly improved our Danish Client's CRM operations, leading to tangible business benefits.

- **Increased Operational Efficiency by 40%** – Employees could now update CRM data on the go using a mobile-friendly interface.
- **Improved Tracking & Compliance** – Automated logging of time, location, and images for better transparency.
- **Streamlined Quote Management by 60%** – The newly added description field allowed for better deal documentation and faster approvals.







# The Outcome

With Rolustech's expertise in CRM and mobile app development, our Danish Client now has a fully functional iOS app that enhances SugarCRM usability for their import-export operations.

The mobile solution not only boosted productivity but also ensured data accuracy and seamless process management, setting a benchmark for CRM mobility in the Scandinavian market.