

CASE STUDY



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# How **HGR** Modernized a Mission-Critical Platform Without Disrupting Operations

**Industry:**

Industrial distribution & equipment services

**Expertise:**

Legacy modernization, system integrations, operational platforms

**Engagement Type:**

Multi-year full project delivery



EXECUTIVE SUMMARY

**HGR**, a leader in buying and selling used industrial surplus and equipment across North America and Mexico, relied on a legacy system to power nearly every aspect of its operations. From inventory and scheduling to third-party marketplace integrations, DataFlo was the backbone of the business.

But after more than a decade of use, the platform was showing its age. Built on an outdated framework and difficult to maintain, DataFlo posed a growing operational risk. Even small disruptions had the potential to cripple day-to-day business, stall transactions, or break critical integrations.

HGR partnered with Capmation to take control of its legacy platform, modernize it without interrupting operations, and create a scalable foundation for future integrations and growth.

## Results at a Glance

Capmation's partnership with HGR enabled:

- Stabilization and modernization of a mission-critical legacy platform
- Restoration of full ownership and control over the DataFlo codebase
- A multi-year modernization roadmap executed without disrupting daily operations
- A scalable foundation that supports future integrations and innovation
- Significant progress in reducing long-standing maintenance backlogs
- Improved operational efficiency through more reliable system performance



To support its complex, multi-location transactions, HGR relied on a custom-built ERP platform called DataFlo. Over time, the system became deeply embedded in nearly every aspect of the business — powering inventory, scheduling, and integrating with third-party selling platforms like eBay.

However, as the business evolved, DataFlo did not.

**Instead, it created organization-wide challenges:**

- A decade-old technology foundation that had never been meaningfully modernized
- Increasing difficulty in maintaining and extending the platform as underlying frameworks aged
- Rising risk of integration failures due to compatibility issues with modern systems
- Operational dependency on a fragile system that the business could not afford to lose
- Severe communication barriers with the original development team, limiting collaboration and progress
- Repeatedly stalled improvement efforts, leaving HGR reliant on a system it could no longer confidently evolve

This combination of technical risk and operational dependency made modernization challenging, but necessary.

With the clock ticking on DataFlo's usability — and the existing partnership unable to deliver a timely solution — HGR needed more than a typical development vendor. They needed a software engineering firm capable of stabilizing a mission-critical system while preparing it for long-term growth.

**HGR was looking for a partner who could:**

- Preserve DataFlo as the operational backbone of the business
- Take ownership of the source code and underlying architecture
- Modernize the platform incrementally, without disrupting daily operations
- Create a clear path for future enhancements and integrations

From the outset, Capmation focused on clarity, communication, and control. Tim Perkins, CTO, stated: "Right off the bat, there was good project management by Capmation. Everything from the daily standups to the weekly reviews ran very smoothly. It felt like they were our own development team."

Before modernization could begin, Capmation worked to fully understand the existing system and restore HGR's ownership of the platform — navigating both technical complexity and cross-cultural communication challenges along the way.

**Capmation's partnership approach included:**

- ✓ Establishing full visibility into DataFlo's architecture and codebase
- ✓ Bridging communication gaps by working directly with the original South Korean development team through a Korean-speaking developer
- ✓ Coordinating documentation, architectural review, and knowledge transfer
- ✓ Returning full control of the platform to HGR

As a result, HGR regained the ability to independently manage its mission-critical platform.



## Bringing Quick Wins in a Long Haul Project

With control established, Capmation began laying the groundwork for ongoing modernization — carefully and methodically.

Although the full modernization effort was planned as a three-year initiative, meaningful progress was delivered early.

### During the first year alone, the Capmation Team:

- Established modern frontend and backend development frameworks
- Implemented cloud infrastructure and supporting technologies
- Encapsulated individual DataFlo modules for piece-by-piece modernization
- Migrated select data subsets to support incremental testing
- Enabled user testing to validate functionality and usability

This phased approach allowed HGR to continue operating normally while modernization progressed behind the scenes.

Although the modernization effort is still ongoing, HGR began seeing meaningful results early in the engagement. Longstanding maintenance backlogs that had slowed progress for years were finally being addressed, restoring momentum and reducing operational friction.



*With Capmation, everything is done within a modern and agile framework. Some teams I've worked with cut corners. With Capmation, I know everything is being done the right way. I've worked with teams across the globe, and this has been the best experience hands down. They're always 100% engaged."*

— Tim Perkins

## An Evolving Partnership

As confidence in the platform and partnership grew, Capmation's role naturally expanded beyond the core DataFlo system.

The team began modernized additional business-critical applications and integrations, including:

- Third-party marketplace integrations, such as eBay
- Product feed systems that support accurate listings and transactions
- Customer-facing web applications, including the MyHGR platform

Together, these efforts improved system reliability, reduced technical bottlenecks, and increased the speed at which HGR could respond to day-to-day operational needs — all without disrupting ongoing business operations.

*"I do recommend Capmation, but maybe I shouldn't. I want to keep them for myself. Working with Capmation is like hitting the easy button. Once we hit the button, everything fell into place."* — Tim Perkins

**Have a complex business challenge that you're trying to solve? Connect with us to explore potential solutions.**

