



Modernizing vendor operations for a US airline

How Novacomp delivered specialized Salesforce and MuleSoft talent to streamline work orders and reduce operational costs.

Novacomp provided specialized Salesforce and MuleSoft consultants to a US-based airline, enabling them to modernize their vendor portal, automate data flows, and reduce operational costs — without delays and without compromising quality.

Industry: Aviation / Air transportation

*Image for illustrative purposes only

Summary

A US-based airline was looking for specialized Salesforce and MuleSoft talent in Latin America with the goal of reducing operational costs without compromising the quality of its technology projects.

Main challenges

- Find senior Salesforce consultants to review and optimize their vendor experience with work orders, making it simpler and more cost-effective.
- Source a MuleSoft consultant with Python and Airflow experience to develop integrations between Salesforce and internal systems.
- Automate processes and ensure data consistency across platforms.
- Align external consultants with the client's internal methodologies and ways of working.
- Build a Partner Experience for the vendor portal that simplified operations at scale.

Approach

Novacomp's delivery process is built to be simple, effective, and aligned with each client's reality:

- We identify gaps and issues where our resources can provide immediate value.
- We assign the best-fit talent to the client's team, committing to defining project scope and requirements upfront.
- We achieve KPIs through constant communication with teams and hiring managers.
- We hold checkpoint sessions with hiring managers to address roadblocks, areas for improvement, career development, and achievements.
- We schedule Review Status Meetings from the start of the project to ensure a seamless and transparent process.



Results

- Successfully built and launched a Partner Experience Portal that simplified vendor interactions and work order management.
- Automated data flows between Salesforce and the client's internal systems, ensuring consistency across platforms.
- Delivered specialized talent on time, enabling the project to start without delays.
- Seamlessly connected Salesforce with the rest of the client's technology ecosystem.
- One of the consultants continues to support the client's ongoing operations to this day, reflecting the quality and trust built throughout the engagement.

Technologies used



Conclusion

Finding the right Salesforce and MuleSoft talent is a challenge — and building the right team around it is what makes the difference. Novacomp delivered the specialized resources the client needed, on time and aligned with their methodologies, enabling the project to move forward without disruption. The result was a modernized vendor portal, automated integrations, and a technology ecosystem that works as a connected whole. The continued engagement of one of our consultants stands as proof that quality speaks for itself.

Built on expertise. Driven by **people**.