

eparts.shop

Full control. Maximum scale. Zero limits.





Modernizing a low-code vendor portal to support +1000 daily orders

eParts.shop, a leader in aftermarket parts distribution, partnered with Rappit.io to transform its entire digital operations, from core systems to supplier collaboration. Beginning in 2020, Rappit served as both technology platform provider and development partner, building a custom Salesforce-based e-commerce backbone, a mobile warehouse app, and a modernized B2B vendor portal. Powered by Rappit Developer's AI-led application development platform and Rappit's solution development expertise, eParts gained seamless multi-channel integration, fully automated inventory sync, and scalable order fulfillment, processing 1,000+ daily orders and expanding effortlessly to new warehouses.

Challenges

- › **Standard retail software couldn't scale:** When eparts.shop set out to scale its US-based aftermarket parts business, the company needed a resilient backbone capable of connecting sales channels, automating operations, and supporting a fast-moving team with a minimal IT footprint. They needed a powerful, future-ready backbone to unify channels, automate operations, and support a lean, agile team; a requirement beyond what generic ecom or ERP tools could deliver.
- › **Supplier collaboration was inefficient:** eparts.shop's business model is defined by fast and accurately matching spare parts to customer equipment. Rapid, accurate matching of customer needs to a vast, complex parts inventory demanded a smarter way to integrate and communicate with global suppliers.
- › **Rigid platforms slowed scaling:** User-based licensing in Salesforce and traditional low-code platforms like Wavemaker quickly drove up recurring costs, especially as eparts.shop scaled supplier and partner access. Wavemaker's limited flexibility made it cumbersome and expensive to implement required custom coding and integrations, restricting innovation and forcing the team to compromise on advanced features vital for business growth.

Solutions: Platform + Partnership

- › **Custom core system:** A Salesforce-based e-commerce backbone was developed to centralize warehouse and order management, integrating all orders and stock across major marketplaces, enabling streamlined operations and real-time visibility.
- › **Mobile app for frontline workers:** Rappit created a dedicated warehouse mobile app, empowering staff to pick orders efficiently, track inventory, and deliver faster fulfillment.
- › **Rebuild of B2B portal:** The vendor portal, formerly built on the restrictive Wavemaker platform, was reimaged and enhanced through Rappit Developer. It now automates product onboarding, manages supplier collaboration, approval workflows, and syncs product data directly to Salesforce, giving suppliers seamless access to manage current and proposed products.
- › **Rappit Developer + expert services:** AI-led development, generation of over 60% of the portal rapidly, combining instant out-of-the-box workflows with custom extensions, delivering a solution precisely tailored to eparts.shop's needs.



Results

- **Unmatched growth:** Purpose-built solutions powered a 3x increase in revenue over 3 years, easily supporting new warehouse launches and removing barriers to national scale.
- **Scaled operations:** Full automation now drives order flow, inventory, and supplier collaboration, eliminating manual bottlenecks and powering seamless global vendor participation on a single portal, without adding additional staff.
- **License cost savings realized:** Cut costly annual license fees for Salesforce users. Eliminated restrictive low-code platform charges and vendor lock-in, delivering long-term savings and unmatched platform flexibility.

“The B2B vendor portal flexibility keeps us ready for anything our supply chain needs.

Having a platform that adapts with us is game-changing. Now, scalability is no longer a concern...we can focus on growth and providing the best user experience.”

Brandon van Beek, CEO, eparts.shop

“Rappit rocks! With their innovative AI-led capabilities they built a first version of the portal in just 2 months. All delivered without vendor lock-in.”

Brandon van Beek, CEO, eparts.shop

Technologies used

- **Rappit platform** Rappit Developer, AI-led application development platform
- **Google Cloud services** including CloudRun
- **Open-source technologies** such as Java, Spring Boot
- **Integrations** with amongst others Salesforce



eparts.shop

eparts.shop is a family-founded aftermarket parts distributor, established in 2017 and powered by decades of industry experience. Headquartered in Hudson, South Dakota, eparts.shop has grown rapidly, setting new sales records each year and expanding its catalog to include everything from seats and water pumps to linkage parts and belts.

eparts.shop recently opened a new warehouse to speed deliveries across southern states and increase available stock. They remain dedicated to competitive pricing, fast fulfillment, and exceptional customer service. eparts.shop blends small-town values with operational excellence, ensuring equipment owners get their parts, on time, every time.



Rappit is a leading independent software provider. Building on a proud heritage, we are experts in developing Cloud based Enterprise Software modernization solutions, that include Custom Made Applications, Data Analytics, Artificial Intelligence and Machine Learning. Based on the Rappit Platform, consisting of, amongst others, Rappit Developer and Rappit Composer, we enable our customers to create unique business value.

Rappit serves a customer base consisting of multinationals and medium sized organizations, mainly in the Manufacturing, Supply Chain & Logistics and Retail & Wholesale industries. Our Rappit Platform also supports software development companies and System Integrators in building world-class applications.

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