ITOPENER

Company profile

Enterprise engineering for Epicor, integration, .NET, cloud and data

ITOPENER · Karachi, Pakistan · itopener.org

ITOPENER partners with organizations that need to connect business applications, improve ERP-supported operations, replace fragmented manual workflows, and strengthen visibility across manufacturing, warehouse, supplier and reporting processes.

Company overview

Our approach combines practical engineering with clearly defined requirements, fit-for-purpose testing, technical documentation and agreed support. We work remotely with clients in Saudi Arabia, the UAE and the wider Gulf, the United States, Canada, the United Kingdom and Pakistan.

Who we help

- Manufacturers and distributors
- ERP and supply-chain teams
- Enterprises using BizTalk, EDI and APIs
- Organizations modernizing .NET applications
- Teams consolidating data and operational reporting

Vision

To be a trusted technology partner delivering reliable enterprise, cloud and AI-enabled solutions that support business growth.

Mission

Help organizations streamline operations, connect applications and turn data into actionable insights through secure and practical technology solutions.

Values

Integrity, customer focus, quality, collaboration, continuous improvement and accountability.

Core services

ERP and manufacturing systems

Epicor Kinetic connectivity, manufacturing workflows, warehouse and inventory processes, and operational improvements.

Enterprise integration

Microsoft BizTalk Server, ESB capabilities, EDI, REST and SOAP APIs, message routing, orchestration, mapping and exception handling.

Custom software and modernization

C# and .NET applications, ASP.NET Core web platforms, business portals, service-based applications and application enhancement.

Cloud and DevOps

Azure and AWS services, CI/CD, Git, Docker, deployment coordination and operational monitoring, according to project scope.

Data, reporting and BI

SQL Server, ETL, Power BI, SSRS and SSIS, consolidated reporting, data transformation and operational dashboards.

AI and intelligent automation

Generative AI, LLMs, retrieval-augmented generation and AI-enabled automation where they fit approved business requirements.

Technology landscape

Capability	Coverage
ERP and operations	Epicor Kinetic, BAQ, BPM, manufacturing and supply-chain workflows and report customization
Integration	Microsoft BizTalk Server, REST and SOAP APIs, EDI, data mapping, orchestration, exception handling
Development	C#, .NET, ASP.NET Core, web applications, service-based architectures, API development
Data and reporting	Microsoft SQL Server, Power BI, ETL, SSRS, SSIS, operational reporting, data transformation
Cloud and DevOps	Microsoft Azure, AWS services, CI/CD, Git, Docker, deployment and operational monitoring
AI and automation	Generative AI, large language models, retrieval-augmented generation, AI agents and prompt engineering, subject to project requirements
Quality and operations	Requirements analysis, functional and integration testing, UAT, deployment, troubleshooting and maintenance

Delivery approach

We align technical decisions to business objectives, current systems, integration constraints, security needs and the support model agreed with the client.

1

Discover

Understand objectives, current systems, workflows, constraints and requirements.

2

Design

Define architecture, integration patterns, mappings, access needs and acceptance criteria.

3

Build

Configure platforms, develop applications, implement integrations and prepare reports.

4

Validate

Run functional and integration testing, resolve defects and support user acceptance testing.

5

Deploy and support

Coordinate releases, provide documentation and knowledge transfer, and deliver agreed support.

Quality, security and delivery assurance

- Document scope, assumptions, dependencies and acceptance criteria.
- Use fit-for-purpose code review, testing, data validation and defect tracking.
- Follow agreed access controls, confidentiality requirements and data-handling procedures.
- Communicate risks and delivery status clearly; provide technical documentation and knowledge transfer.

Team and expertise

A Karachi-based team covering ERP, enterprise integration, software development, DevOps, quality assurance and data engineering. Team members are assigned according to project scope and required skills.

Team member	Role	Expertise
Mohbat Rai	Founder and technical lead	Epicor ERP, BizTalk, .NET, Power BI, project leadership
Idrak Dareshani	DevOps specialist	MES/MRP, DevOps, applied AI
Hasham Abdullah	QA and testing	SQL and T-SQL validation, UAT, defect tracking
Farhan Awan	Integration engineer	Azure, AWS, ETL, Active Directory authentication
Kamran Liaquat Ali	Full stack developer	ASP.NET Core, C#, Razor and Blazor, REST APIs, IIS
Imdad Manik	Database engineer	SQL Server, SSIS, backup and disaster recovery, web technologies

Selected project case studies

Delivered by ITOPENER team members, including work through previous employers. Descriptions are qualitative; no unverified figures are claimed.

Case study 01

Enterprise service bus and BizTalk integration

Tamkeen Technologies, Saudi Arabia

Enterprise application integration

Challenge

Business information needed to move between multiple systems, while integration processes were spread across different areas. Teams needed a shared middleware layer to coordinate message flows consistently and support high availability.

Solution

Implemented a middleware integration layer that brings separate integration flows under one umbrella: a central point for system communication, message routing and transformation, exception handling, and a high-availability environment across development, UAT and production.

Technology

Microsoft BizTalk Server and ESB Toolkit, REST and SOAP service connectivity, XML message mapping, monitoring and deployment support.

Business value

A centrally managed path for system communication, less fragmentation between integration points, and resilient operations through a high-availability design.

Case study 02

PLUS warehouse management and shop-floor system

Reconext, United States

Warehouse operations, product lifecycle and distribution

Challenge

Business functions relied on separate applications and independently managed databases. Warehouse, purchasing, sales, finance and supply-chain teams had fragmented data, making end-to-end order, inventory and operational status hard to maintain.

Solution

Delivered PLUS as a unified warehouse and shop-floor platform that brings information from distributed applications together while keeping module-specific workflows, covering supply chain, purchase orders, sales orders and finance alongside warehouse, reporting, B2B and partner services.

Technology

ASP.NET Core, C#, SQL Server, REST APIs and partner services; UPS, DHL and FedEx connectivity; Epicor ERP for purchasing, incoming quality control and invoicing; unit, integration and user acceptance testing.

Business value

A shared operational view without every user working in every source application, improving coordination across purchasing, sales, finance, warehouse, supply chain and logistics.

Case study 03

Octane reporting portal

Mammoth Freighters, United States

Enterprise reporting across manufacturing, supply chain and operations

Challenge

Operational reporting was spread across Epicor, SQL sources, Excel-based inputs and IFS ERP. Users needed one controlled portal for supply-chain and production reporting, BOM statements, time-based usage and GRIP reconciliation, without unrestricted access to every report.

Solution

Delivered Octane as a consolidated reporting portal that brings selected data from Epicor, SQL sources, Excel inputs and IFS ERP into one reporting experience, with role-based access deciding which reports each user can view.

Technology

Epicor ERP, IFS ERP, SQL Server data sources, Excel-based reporting inputs and a central portal with role-based access.

Business value

One controlled access point for operational reporting, less navigation between separate systems and files, and better visibility across supply-chain and production information.

Case study 04

Rhythm manufacturing execution system

Pivotal, United States

Manufacturing and industrial operations

Challenge

Shop-floor users did not all have direct access to Epicor Kinetic, limiting visibility into jobs, assemblies, BOMs, kits and production events. Teams needed to trace serial-numbered units through routing and inspection stations, with pass/fail results and rework.

Solution

Built Rhythm as an Epicor Kinetic-connected MES that synchronizes jobs, parts, BOMs and job-kit lists, generates serial numbers from job quantities, and captures scan-based unit movement through routing and inspection stations, including pass/fail results and rework.

Technology

C#, ASP.NET Core MVC, SQL Server, jQuery and Epicor Kinetic.

Business value

Production visibility without broad direct ERP access, traceability from job through serial number, routing and inspection, and faster investigation of failed checks and rework.

Case study 05

Clarity enterprise application suite

NEOTech, United States

Enterprise operations and manufacturing systems

Challenge

Manufacturing operations and workforce processes needed support across manufacturing execution, inventory, employee and hiring processes and staff training, with job routing, serial-level traceability, inspections and rework handling.

Solution

Clarity is a multi-module suite covering MES, inventory, HR and training (TRM). Manufacturing workflows support job creation, routing, quantity-driven serial numbers, scan-based route progression, inspection results, rework and assembly genealogy.

Technology

C# and .NET, WinForms and web applications, SQL Server and a multi-tier architecture.

Business value

Manufacturing and workforce workflows in one coordinated suite, consistent execution and traceability, and a modular base for business-specific enhancements.

Case study 06

Collablly supplier collaboration platform

Anova, United States

Supplier collaboration and enterprise supply chain

Challenge

Purchase orders could arrive in partial quantities, leaving balances overdue and procurement teams chasing suppliers for revised quantities, lot numbers and delivery dates by email and spreadsheet, so supplier and ERP information drifted out of sync.

Solution

Delivered Collablly as a supplier portal connected to Epicor Kinetic. Suppliers receive email notifications, review outstanding purchase-order quantities, and submit updated quantities, lot numbers and revised due dates, which synchronize back to the ERP.

Technology

Supplier-facing web portal, Epicor Kinetic integration, application and database backend, email notifications, authenticated supplier access and role controls.

Business value

A traceable digital workflow for delivery exceptions, better communication on partial and overdue shipments, and supplier responses kept in step with the ERP.

Why ITOPENER

- Enterprise integration and ERP-connected application experience.
- Practical software engineering across manufacturing, warehouse, supplier and reporting workflows.
- Structured delivery with clear scope, testing, documentation and knowledge transfer.
- Solutions tailored to the client environment, agreed requirements and operational needs.

Company and contact

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