

CASE STUDY

The Joshua Agency LLC

Transportation Services Digital Transformation

EXECUTIVE SUMMARY

The Joshua Agency, a state-contracted transportation services provider in Alabama, partnered with Mobi9Tech to transform their manual, paper-based invoicing process into a streamlined digital system. The result: invoice processing time reduced from over 30 days to just 7 days—with a roadmap to achieve same-day processing.

Key Results

77%

Faster Invoice Processing
30+ days → 7 days

4

Counties Automated
Jefferson • Mobile • Houston •
Shelby

10

Team Members Supported
VAs, Managers, Coordinators

About the Client

The Joshua Agency LLC provides state-contracted transportation services across Alabama, serving clients in Birmingham, Mobile, and Dothan. They manage transportation referrals issued by the state, coordinating rides for authorized clients across Jefferson, Mobile, Houston, and Shelby counties.

Their team includes a referral coordinator, managers, and 10 virtual assistants who handle daily trip logging and client coordination. With hundreds of trips monthly across multiple counties, accurate tracking and timely invoicing are critical to their operations.

The Challenge

Before partnering with Mobi9Tech, The Joshua Agency faced significant operational challenges:

- **Manual data collection:** Gathering trip information for monthly invoices took over 30 days, delaying revenue and straining cash flow

- **Paper-based processes:** State referrals and client signatures were managed through paper systems prone to loss and errors
- **Disconnected systems:** No unified platform for trip logging, client management, and billing calculations
- **Compliance risks:** Difficulty tracking signature compliance and maintaining audit trails for state contracts
- **Failed solutions:** Years of searching for the right technology partner, including attempts with various vendors and internal employees

"I've spent several years looking for the solution you are offering. I've tried so many different options that did not help—really, I have spent the last couple of years searching for this."

— Cory Johnson, Owner, The Joshua Agency LLC

The Solution

Mobi9Tech designed and built a comprehensive digital transformation platform tailored specifically to The Joshua Agency's workflow. The custom software solution integrates multiple systems into a unified, automated platform:

Core Platform Features

- **State Referral Management:** Digital intake and tracking of state-issued transportation referrals with automated address validation
- **Smart Trip Logging:** Dropdown-based address selection from approved referrals eliminates manual entry errors
- **Automated Signature Collection:** Weekly trip logs sent automatically to clients for electronic signature via email/SMS
- **Invoice Generation:** Automatic billing calculations by county with complete trip details and embedded signatures
- **Role-Based Dashboards:** Custom interfaces for VAs, managers, and coordinators with appropriate permissions

Technology Stack

The solution leverages enterprise-grade platforms including Retool for the operations dashboard, Make.com for workflow automation, GoHighLevel for client communications, and custom database architecture for permanent data storage—all integrated seamlessly to create a unified system.

Automated Weekly Workflow

Day	Automated Activity
Daily	VAs log trips using smart dropdown selection

Day	Automated Activity
Friday	Managers review and approve—data syncs to permanent database
Sunday	Automated client notifications with trip logs for signature
2nd of Month	Monthly invoice generation with all trip data and signatures

The Results

Within just two months of implementation, The Joshua Agency experienced transformative results:

- **Invoice processing reduced from 30+ days to 7 days** — a 77% improvement in time-to-invoice
- **Eliminated manual data collection** across four counties with automated trip aggregation
- **Digital signature compliance** with automated reminders and tracking
- **Complete audit trail** for all trips, approvals, and signatures
- **Unified platform** supporting 10 team members with role-based access
- **Roadmap to same-day invoicing** — working toward processing all required contract information within 24 hours

Client Testimonial

★★★★★ Google Review

"Mobi9Tech Digital Marketing has been incredible to work with! They took the time to understand our business and helped us grow our online presence fast. Their team is professional, creative, and results-driven. We've seen more engagement, more clients, and stronger brand visibility. Highly recommend them to any business that wants real results!"

— Cory Johnson, The Joshua Agency LLC

Looking Ahead

The partnership continues to evolve. Current development focuses on:

- **Same-day invoice processing** to further accelerate revenue cycles
- **Enhanced signature automation** with smart reminder scheduling
- **Expanded reporting capabilities** for deeper operational insights

About Mobi9Tech

Mobi9Tech Digital Marketing specializes in custom software solutions and digital transformation for growing businesses. We combine modern no-code and low-code platforms with strategic automation to deliver enterprise-grade solutions at a fraction of traditional development costs.

Our approach prioritizes data ownership, eliminates vendor lock-in, and creates systems that scale with your business. From workflow automation to custom dashboards, we build solutions that deliver real, measurable results.

Ready to Transform Your Business?

Contact Mobi9Tech today to discuss how we can streamline your operations.

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