18. Case Studies

18.1 Global Footprint

Softrust and Bluelight bring unmatched experience in building and operating e-invoicing systems across multiple jurisdictions. Our solutions are live in **Saudi Arabia, UAE, Kenya, Tanzania, Malawi, Zimbabwe, Egypt, and Nigeria**, giving us first-hand expertise with diverse tax authorities, industries, and compliance frameworks.

<diagram: Global map highlighting these countries with arrows pointing to FIRS Nigeria as latest deployment>

18.2 National-Scale Implementations

We have successfully enabled **National E-Invoicing Systems at the Revenue Authority level**, supporting **hundreds of thousands of taxpayers**. These platforms manage massive volumes of transactions daily while maintaining compliance, security, and stability under regulator oversight.

Highlights

- Real-time invoice clearance for entire countries.
- Secure transmission and validation pipelines at national scale.
- Integration with regulator portals, taxpayer ERPs, and financial institutions.

18.3 Enterprise-Grade Deployments

Our solutions power compliance for enterprises across multiple industries, including:

- **Manufacturing** – integrating with SAP ECC and Oracle EBS for high-volume invoicing.
- **Hospitality** – enabling distributed hotels and restaurants to comply with national mandates via SaaS invoicing tools.
- **Distribution and Retail** – BlueBox deployed to capture and process invoices from legacy POS and ERP systems.
- **Utilities** – large transaction volumes processed with strict SLA guarantees.
- **Financial and Telecom** – millisecond-level processing for millions of monthly transactions, with high availability and 24x7 monitoring.

18.4 High-Throughput and Performance Cases

Some of our clients operate with **extreme transaction volumes** — tens of millions of invoices per month. We have consistently met and exceeded demanding SLAs, including:

- **Millisecond-Level Processing** – SmartAPI handles transformations and compliance artifacts (IRN, QR, signature) in sub-second timescales.
- **24x7 Global Operations** – continuous monitoring and incident response for mission-critical clients.
- **Scalable Architecture** – proven ability to autoscale during seasonal or market-driven transaction spikes.

<diagram: Performance case diagram — high-volume invoices flowing through SmartAPI → millisecond clearance → dashboards>

18.5 Why These Case Studies Matter

- **Regulator-Trusted** – we don't just serve enterprises, we have built systems trusted by national tax authorities.
- **Cross-Sector Experience** – manufacturing, telecom, hospitality, and utilities — each with unique ERP challenges — all successfully integrated.
- **Proven Under Pressure** – millisecond SLAs, hundreds of thousands of taxpayers, millions of transactions.
- **Nigeria Focused** – all this global expertise is now applied directly to FIRS MBS, making our solution locally compliant but globally battle-tested.