

Salesforce (Service) - ERP Integration

For an American Consumer Electronics and Networking Company

The American consumer electronics and networking company sought to optimize its business operations by integrating Salesforce with its Oracle E-Business Suite (EBS). The objective was to streamline sales processes, manage vendor information, and improve data exchange between the systems. The 2-way integration involved integrating Salesforce with EBS to synchronize Offer, Vendor, and Sales Form data bidirectionally. The integration was planned for a duration of 1 month.




Solution Implemented

- Real time Integration between Salesforce and Oracle EBS using eZintegrations.
- Real Time alerts and monitoring on financial transaction failures on claims.
- Salesforce and EBS were integrated to synchronize Offer details, including Offer ID, Offer Code, and EBS Application data.
- The integration ensured that all relevant information was updated in both systems bidirectionally.

Business Challenges

1. No visibility on manual Claims Creations in ERP

The lack of real-time visibility into claims creation in the ERP system caused delays and inefficiencies in claims processing.

2. Manual Claims and Approval with Wrong Entries

The manual claims creation and approval process led to errors and inaccuracies in claim data.

3. No Visibility in Financial Transaction Failure

The absence of real-time alerts and monitoring made it challenging to identify and resolve financial transaction failures between Salesforce and EBS.

4. On-Time Payment to Vendors

Ensuring timely payments to vendors was difficult due to delays in claim processing and approval. Managing available vendors and onboarding new vendors posed challenges in vendor management.

5. Independent Team & System, Communication Gap

The independence of teams and systems resulted in communication gaps and disjointed processes.

Value Delivered

1. Streamlined Sales Processes

Real-time data synchronization between Salesforce and EBS improved sales order processing, reducing delays and potential errors.

2. Enhanced Vendor Management

Vendor information from EBS was seamlessly integrated into Salesforce, facilitating efficient vendor management and updates.

3. Improved Visibility and Reporting

Centralized data in both systems allowed the company to generate comprehensive sales reports and analyze key metrics more effectively.

4. Time Savings through Automation

Manual data entry and repetitive tasks were eliminated, allowing employees to focus on more strategic activities, ultimately increasing productivity.

Rebate Check
Request (Custom
Form)
Vendors
Claims



REST API



PLSQL

ORACLE®
E-BUSINESS SUITE

Claims
Claims Headers
and Line
Claims Approval

Why Bizdata eZintegrations

- Proven experience in Oracle products and technologies, specializing in multiple industry domains.
- A global team of consultants spread across the globe, ensuring efficient support and timely project delivery.
- Our collaboration proved instrumental in achieving successful integration, resulting in a more efficient and robust data management system for the company.