

PE-BACKED GLOBAL MEDICAL DEVICE MANUFACTURER

Salesforce, Shopify and Oracle connected for a global medical device maker

4 + 2

Oracle Integration Cloud flows and MuleSoft flows in production

3

tax regimes automated: US sales tax, VAT, GST

60–70%

of orders needed manual review before the integration layer

THE PROBLEM

The company was launching a B2B commerce platform that had to work with Oracle ERP, Salesforce CRM, Vertex tax and payment processing. There was no integration layer, so orders, fulfillment updates and account data moved by hand. Tax rules spanned VAT, GST and US sales tax. Sixty to seventy percent of orders needed manual review.

WHAT WE DID

We designed a three-tier integration layer with Salesforce as the commercial system of record and Oracle as the financial system of record. Four Oracle Integration Cloud flows handle order export, inventory sync, fulfillment updates and shipment tracking. MuleSoft flows sync accounts from Salesforce to commerce and return order visibility to Salesforce. Vertex calculates tax in real time across three regimes. When Salesforce change-data-capture volume exceeded platform limits and broke the sync, we moved the account feed to platform events and resized the MuleSoft deployment. The next phase, signed October 2026, adds a guided configurator tied to Salesforce Opportunities, with product data synced to Shopify through MuleSoft and approved quotes handed to checkout.

RESULTS

- 1 Four enterprise systems working as one, with real-time data sync in production.
- 2 Tax calculation automated across US, EU and APAC transactions.
- 3 Manual handoffs between commerce, ERP and CRM removed from the order flow.
- 4 Configurator program in delivery, with a pilot group of reps targeted for weeks 11 to 13.

CLIENT

PE-backed global medical device manufacturer

OUR ROLE

Integration design and build; now quoting and configurator work

SYSTEMS

Salesforce, Shopify Plus, Oracle Fusion Cloud ERP, MuleSoft, Oracle Integration Cloud, Vertex

TIMELINE

2025 to present

Salesforce stays the commercial system of record; Oracle the financial one. The next phase adds a guided configurator tied to Salesforce Opportunities.