# Case Study

## by *Dwinsoft*

## Digital Challenges in Manufacturing

Our client is an industrial manufacturer that produces parts for various sectors, including aerospace and chemical processing. To modernize its processes, the company embarked on a digital transformation journey, starting with migrating its legacy system to the cloud for the quote to cash process.

## Systems involved in the transformation included

- Configure, Price, Quote (CPQ)
- Customer Relationship Management (CRM)
- Enterprise Resource Planning (ERP)

## The Challenge

Soon after the organization implemented the new system, issues emerged with challenges that included:

- Point-to-point integrations
- Customizations to CPQ, CRM, and ERP systems
- Need for manual intervention
- Lack of visibility and traceability
- Expensive and time-consuming maintenance
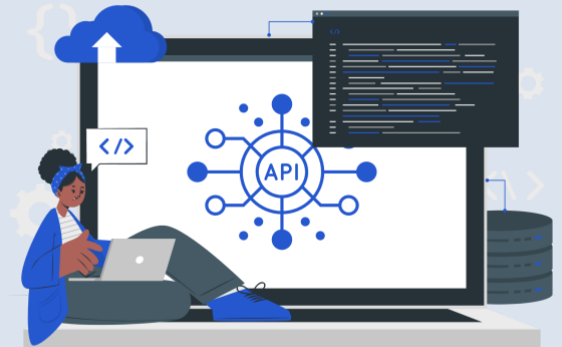
## The Solution

Dwinsoft was brought on to streamline the integrations and future-proof the foundation of the organization's systems. We conducted a Proof of Concept (POC) to demo MuleSoft's Anypoint Platform capabilities using issues the organization was facing. We also provided a strategy and roadmap that demonstrated how MuleSoft implementation could be used for various use cases between Salesforce CPQ, CRM, and IFS ERP that included:

## Customer transactions

- Parts
- Products
- Orders
- Order confirmation
- Tracking and shipment
- Order changes
- Order fulfilment

## Results

Dwinsoft's MuleSoft implementation streamlined the organization's systems with specific results that included:

- Improved process automation
- Increased visibility
- Improved data exposure across systems
- Increased security
- Fewer point-to-point Integrations
- Minimum customization to CPQ, CRM, and ERP systems
- Manual intervention
- Less maintenance

## Optimizing E-Commerce Fulfillment with API-Led Integration

The client is a transportation company operating largely in e-commerce fulfilment.

## The Challenge

Dwinsoft collaborated with the client to implement a versatile, agnostic omni channel solution with scalable, traceable, and accurate API-led architecture. The client sought a solution that would not only meet their current needs but also address future requirements, particularly as their data volumes increase over the next three to five years.

API-led architecture forms the foundation of this solution, which involves seamless integration with the client's core systems. With this foundation in place, Dwinsoft orchestrated the systems and optimized the processes to facilitate the first pilot project.

Dwinsoft's API solution effectively provided data from the first transponder, allowing the client to receive and process it via process layer APIs. The client then connected the data to their core systems via system layer APIs.

In the next phase of the project, Dwinsoft aided the client in adding a new transponder type, leveraging underlying API assets for greater efficiency and faster delivery of value in future projects.

## The Results

A group of APIs made this success possible:

- Experience APIs connected to multiple different transponder types. Each new transponder type was able to reuse all the underlying infrastructure, allowing quicker connectivity.
- Process APIs consolidated and orchestrated the data into a canonical data model.
- System APIs received data and provided it to downstream systems for internal purposes.
- Experience APIs delivered the right data at the right time to customer-facing applications.

The client now has the systems needed to improve reporting, decrease shipment errors, and increase delivery efficiency.
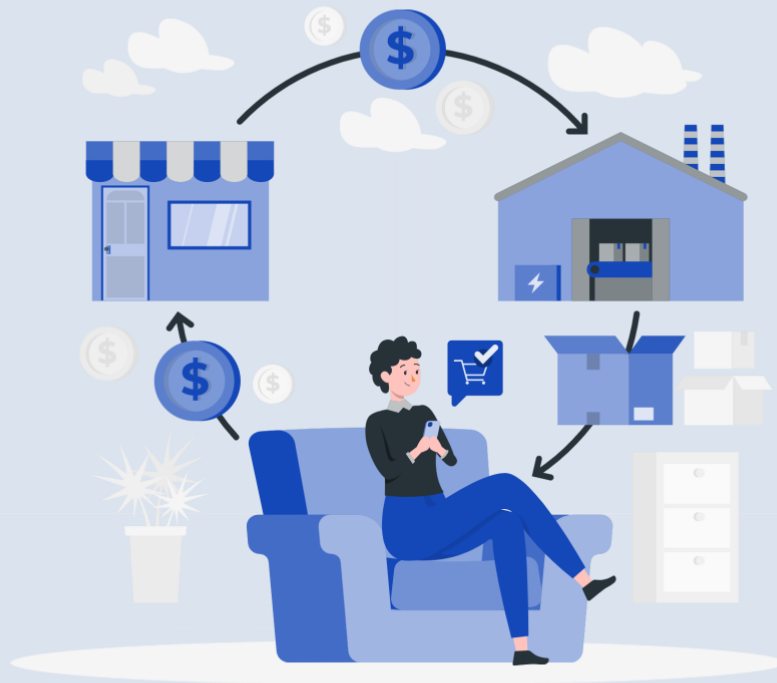
# MuleSoft Facilitates Integration of Salesforce and AI Systems for Child Welfare Organization

## Overview

Our client is a Governmental organization focused on child welfare. They work to track and support children who have been abused or abandoned at a young age. In order to better manage their data and automate their processes, the organization decided to implement a Salesforce solution integrated with an AI model, with MuleSoft used to facilitate communication between the two systems.

## Challenge

Prior to implementing the Salesforce solution, the organization was relying on manual data entry and a disconnected system that made it difficult to track and categorize the children they were supporting. They needed a more streamlined and efficient solution that would allow them to:

- Automatically store data on the children they were tracking
- Categorize children based on their needs and eligibility for different programs and services
- Manage their data in a centralized location

To meet these needs, they chose to implement a Salesforce solution integrated with an AI model, but faced the challenge of how to facilitate communication between the two systems in a secure and efficient way.

## Solution

MuleSoft provided the API-led connectivity layer that allowed the Salesforce and AI systems to communicate with one another securely and efficiently. This solution was comprised of the following components:

- Salesforce CRM: This system was used to store data on the children being tracked by the Organization
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- AI model: This model was used to categorize children based on their needs and eligibility for different programs and services.
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- MuleSoft: This platform was used to facilitate communication between the Salesforce and AI systems.

With MuleSoft, the Organization was able to streamline their data management and automate their processes, making it easier for them to provide support to the children they were tracking. By leveraging MuleSoft's API-led connectivity layer, they were able to securely and efficiently integrate their Salesforce and AI systems, improving the accuracy and efficiency of their data management.