

Syscons Futura

Salesforce (MuleSoft) References

New Implementation

E-Commerce Implementation



2023

The customer is an excellence in the Italian fashion industry and ranks among the most distinguished independent luxury brands in Italy, boasting a distinctive heritage. With a worldwide presence thanks to its brands, it is celebrated for its unconventional designs crafted from patterned knits.



Worldwide

The customer has adopted a new Omnichannel Commerce solution to improve the overall shopping experience through both online and offline channels. From a technical standpoint, the customer aimed to enhance the overall performance, scalability, and flexibility of the current online retail platform. The chosen solution for this transformation is Salesforce Commerce Cloud.



Fashion

The project consists in design and implementing new bidirectional integration scenarios between SFCC and other customer's systems leveraging on MuleSoft as the integration platform to facilitate data flow.



Project Implementation



MuleSoft

Adoption of a strategic EIPaaS enabling new integration functionalities with also APIs orchestration

Business Objects:
Product catalog,
Orders, Returns, Stock,
Abandoned Cart, Book
An Appointment,
Reserve in Store

Integrated systems:
SF Commerce Cloud,
Seecommerce
PIM/DAM, Stealth
ERP/OMS, SF Service
Cloud

Dropshipper Implementation



2023

The customer, a British heritage brand since 1894, is renowned for its high-quality waxed cotton jackets, known for their durability and weather resistance. It has expanded its offerings to include a full lifestyle range of clothing, footwear, and accessories, all imbued with their timeless and practical aesthetic.



Worldwide

The customer wanted to start a dropshipping business with different Trading Partners. In order to implement it, the customer decided to introduce a strategic Enterprise Integration Platform: MuleSoft Anypoint.



Fashion

The project consisted in introducing Salesforce MuleSoft to manage and govern the transmissions, leveraging on its integration capabilities (standard connectors/adapters to interact with any systems).



Project Implementation



MuleSoft

Adoption of a strategic EIPaaS enabling new integration functionalities with also APIs orchestration

**Business Objects:
Purchase Orders,
Invoice, Stock, ASN,
Acknowledgements**

**Integrated systems:
DSCO, OrderStream,
Kornit, Infor M3**

Customer Service Implementation



2023

The customer, a British heritage brand since 1894, is renowned for its high-quality waxed cotton jackets, known for their durability and weather resistance. It has expanded its offerings to include a full lifestyle range of clothing, footwear, and accessories, all imbued with their timeless and practical aesthetic.



Worldwide

The customer adopted a new Customer Service solution to improve the overall customer experience through both online and offline channels. From a technical standpoint, the customer aimed to enhance the overall performance, scalability, and flexibility of the current platform. The chosen solution for this transformation was Salesforce Service Cloud.



Fashion

The project consists in design and implementing new bidirectional integration scenarios between SFSC and other customer's systems leveraging on MuleSoft as the integration platform to facilitate data flow.



Project Implementation



MuleSoft

Adoption of a strategic EIPaaS enabling new integration functionalities with also APIs orchestration

Business Objects: Product catalog, Orders, Returns, Customers

Integrated systems: SF Service Cloud, Magento, MetaPack, Horizon XCM

OneTrust Integration



2023

Steeped in Italian glamour since 1884, the customer is a luxury powerhouse renowned for its bold, colorful jewelry designs featuring exquisite craftsmanship. Beyond their iconic jewels, they've expanded into watches, fragrances, accessories, and leather goods, all capturing the brand's signature blend of heritage and contemporary flair.



Worldwide

The customer aimed to automate the data upload from OneTrust to PowerBI in order to have the “Cyber Security & Privacy Self-Assessment Dashboard” up-to-date. The integration process was designed and implemented on MuleSoft Anypoint Plaform following the API-led approach.



Fashion

The integration process is triggered by OneTrust as soon as a report is generated based on an internal schedule, then MuleSoft interacts with OneTrust APIs to retrieve relevant data and pushes the information to Sharepoint



Project Implementation

Azure AD has been integrated with MuleSoft for the authentication part.



MuleSoft

Adoption of a strategic EIPaaS enabling new integration functionalities with also APIs orchestration

Business Objects: OneTrust Reports

Integrated systems: OneTrust, Azure AD, Sharepoint

Agents Dashboard Integration



2023

Crafting eyewear since 1961, the customer bridges heritage and innovation. It designs and manufactures high-quality sunglasses and optical frames for prestigious brands, infusing each piece with Italian craftsmanship and modern style. Beyond its own label, it collaborates with industry icons, bringing diverse brand visions to life with exceptional quality and design.



Worldwide

The purpose of the project was to implement a new integration scenario to transfer the information necessary to feed the agents' dashboard. The data to be transferred were exported via CSV files from the source system and must be propagated, according to appropriate methods, towards Salesforce Service Cloud.



Fashion/Eyewear

This integration scenario leverages on MuleSoft Anypoint Platform according to the API-Led approach, maximizing the reuse of resources already available and developed in other projects.



Project Implementation

Adoption of a strategic EIPaaS enabling new integration functionalities with also APIs orchestration

Business Objects: Agents

Integrated systems: SF Service Cloud



MuleSoft

PIM Product Catalog Integration



2023

The customer is an Italian footwear brand known for its exquisite craftsmanship and glamorous designs. It specializes in luxury women's shoes, featuring bold embellishments, vibrant colors, and unique details, turning each pair into a statement piece. Beyond its signature heels, it offers flats, sandals, and boots, catering to a diverse range of styles and occasions.



Italy

The customer aimed to implement new integration scenarios to synchronize between the source of Products data (ERP) and the other system in its landscape: the PIM (Akeneo), the eCommerce (Magento), the CRM (Salesforce Service) and a file exchange area. The business objects involved are Products Master Data and Product Attributes.



Fashion

The project consists in design and implement one-way integration scenarios between ERP and Akeneo, CRM and eCommerce systems leveraging on MuleSoft as the integration platform to facilitate data flow. The goal of the integration is to limit as much as possible the variations in the current eCommerce import process designing an integration as simply as possible.



Project Implementation



MuleSoft

Adoption of a strategic EIPaaS enabling new integration functionalities with also APIs orchestration

Business Objects: Product catalog and Product attributes

Integrated systems: ERP, PIM, AWS, Sharepoint, eCommerce, CRM

Governance Service

Integration Governance Service



2023 - in progress

The customer, established in 1927, goes beyond just industrial gases. It offers innovative solutions for both industry (gases, services) and healthcare (medicines, technology). Committed to sustainability and advancement, its focus is on improving lives globally while staying true to their Italian roots.



Worldwide

The customer is characterized by a very complex infrastructure with a huge number of integrated systems. To easily manage the information exchange, several integration platforms have been introduced in the landscape. The complexity of the integration landscape led the customer to introduce a governance layer on top of the current Application Maintenance team working on the different platform (if any). The project consists in the activation of the Integration Governance Service with the aim to advice on new integration initiatives, validate third-parties implementation, proactively checks the productive environment and address Support Request.



Multi-sector



Governance



MuleSoft, SAP PI/PO & SAP SI

5 Productive Environments

10 Service Operations per month

8x5 (9am-6pm CET) Service Coverage

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