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MuleSoft



# Case Study 4

## CLIENT:

Retail Company, USA

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## BUSINESS:

MuleSoft

## Overview of Client & Project:

### Project Objective:

The project aimed to modernize Client's infrastructure by integrating their systems with SPS Commerce and Salesforce through MuleSoft's Anypoint Platform. The goal was to enable seamless data flow between supply chain partners, customer-facing teams, and internal operations, ensuring real-time updates, enhanced collaboration, and optimized workflows.

# Key Challenges:

## ► Disconnected Systems:

RAG struggled to integrate their order management processes with SPS Commerce and Salesforce, leading to inefficiencies and data silos.

## ► Data Inconsistencies:

Variations in data formats (e.g., EDI for SPS Commerce and JSON/XML for Salesforce) caused mismatches during data synchronization.

## ► Delayed Customer Insights:

Sales teams lacked real-time access to order statuses and supply chain updates, impacting customer experience and satisfaction.

## ► Manual Processes:

Manual data entry for orders, invoices, and customer records resulted in frequent errors, delays, and redundant work.

## ► Scalability Issues:

Increasing transaction volumes and customer data demands strained the existing architecture, which lacked the flexibility to scale efficiently.

# Solutions Provided:

We implemented a comprehensive integration solution leveraging MuleSoft's Anypoint Platform to connect RAG's internal systems with both SPS Commerce and Salesforce:

## EDI Integration with SPS Commerce

- Utilized MuleSoft Partner Manager to streamline electronic data interchange (EDI) and ensure seamless communication with SPS Commerce.
- Automated EDI message processing for transactions like:
  - 850 (Purchase Orders)
  - 810 (Invoices)
  - 856 (Shipment Notifications).
  - 855 (PO Acknowledgement)
- Ensured compliance with SPS Commerce's data format requirements.
- Partner Manager allowed client to manage trading partner configurations, monitor transaction statuses, and enforce compliance with SPS Commerce requirements.

## Salesforce Integration:

- Created new custom APIs in MuleSoft Anypoint Platform to handle data integration between Salesforce and client order management system.

- Developed integration flows in Anypoint Studio to process and transform data from SPS Commerce before connecting to Salesforce.
- Connected to Salesforce using MuleSoft's Salesforce connector to perform DML operations, such as:
  - Automatically creating new customer records in Salesforce from SPS Commerce data.
  - Updating opportunities in Salesforce based on EDI order fulfillment updates from SPS Commerce.
- Ensured seamless real-time data synchronization, maintaining data consistency across all systems.

## Data Transformation and Standardization:

- Used MuleSoft DataWeave to handle complex data transformations between EDI (SPS Commerce), JSON (Salesforce), and XML (internal systems).
- Ensured consistent data across all systems.

## Proactive Monitoring and Alerts:

- Configured MuleSoft Anypoint Monitoring to provide visibility into transaction statuses, identify errors, and send real-time alerts for failed integrations.

## Scalable Architecture:

- Built a microservices-based integration architecture, enabling client to handle increasing transaction volumes and adapt to future business requirements.

# Reports

## Order Management Reports:

- Tracked key SPS Commerce transactions (e.g., purchase orders, invoices, and shipment statuses) with real-time updates.

## Customer Insights Reports:

- Delivered Salesforce dashboards that combined order data from SPS Commerce with customer records to provide a 360-degree view of customer activity.

## Error Logs and Resolutions:

- Maintained detailed logs of integration errors, including EDI parsing issues, with automated resolution workflows.

## Performance Metrics

- Measured API response times, data throughput, and system uptime for integration flows.

# Results

The integration delivered significant improvements for client:

## Enhanced Efficiency:

- Reduced manual data entry by 85%, saving approximately 500 hours/month across teams.
- Automated EDI message processing, reducing order-to-shipment cycle time by 30%.

## Improved Customer Experience

- Sales teams gained real-time visibility into order statuses and shipment updates, enabling faster and more accurate customer communications.

## Scalable Operations

- The microservices architecture allowed client to process 2x the transaction volume with no performance degradation

## Accurate Data Synchronization

- Ensured consistent data across SPS Commerce, Salesforce, and internal systems, reducing errors by 95%.

## Actionable Insights:

- Unified dashboards provided by Salesforce enabled better decision-making through combined customer and supply chain data



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