

Integration Supports Real-time Record Creation Apparel provider and services company saves millions in interest charges

Company

Uniform and career apparel company

Business Pains

Struggled with a lengthy, decentralized, error-prone process to create new customer records, conduct credit checks and send invoices.

Solution

- Create Oracle EBS/SFDC integration solution that includes:
 - SOA interface that creates new customer record in Oracle EBS once a prospect is converted to customer within Salesforce.
 - Elimination of all manual record creation / updates and the legacy-to-Oracle data feed that was previously used to update customer records in the Oracle system.

Customer Benefits

- Complete elimination of legacy accounting system and all manual record creations/updates, providing streamlined method for customer record creation. This provides:
 - Reduction in days sales outstanding by 30% (from 7 to 5 days).
 - \$8.9 million in annual interest savings

It took up to 3 days to create a customer record in EBS after prospect was converted to customer in Salesforce.

\$8.9m
in annual interest savings



We have eliminated our legacy system, automated processes that were manual and most importantly helped shave time off our DSO since we can invoice new customers immediately.

-- CIO

