

CASE STUDY

System Integration and Process Flow Automation for Consumer Products Company

Industry

Consumer Products & Services

Company Size

<50 employees

Client Core Business

Children's educational brand promoting emotional learning through books, creatures and other educational products

Project Scope

Provide strategic and tactical support to optimize the integration platform, Celigo, across the business applications: NetSuite, Avalara and Shopify

Integrate and automate processes across systems from sales orders to fulfilments

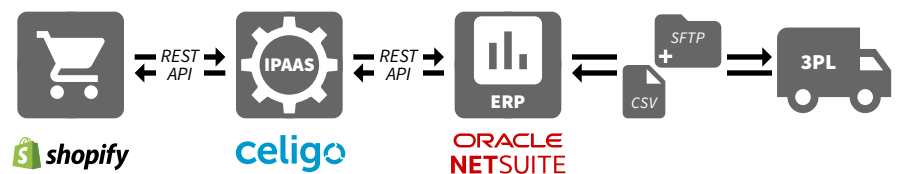
Business Problem/Opportunity

The Company formed in 2015 and experienced significant growth through 2021. The Company had used a combination of automated and manual processes from sales order through the order fulfillment process to manage thousands of orders per month. Manual systems were difficult to scale without errors, required high manual intervention to manipulate data and required tedious maintenance. Workflows were not optimized and the 3PL integration was not automated.

Approach

CorSource assembled a team of experts to manage, consult, design and deliver the integration solution. The team consisted of a program manager, business analyst, NetSuite consultant and NetSuite developer.

Following an agile discovery and development methodology, the CorSource team engaged key stakeholders including the Company Operations and Finance Teams and 3PL Customer Service and Technology Team members to review workflows and define functional requirements and business use cases and deep dived into systems integration needs with ecommerce platforms.



Project Timeline

APR-MAY
Discovery

MAY-JUN
Design

JUL-AUG
Development

SEP
Testing

Key Results

- **Integration:** Inbound and outbound data flows are now integrated throughout the application landscapes.
- **Automation:** Automated sales order submission process to the 3PL and back removes manual processes and errors which are time consuming and risky.