Delivering Seamless Customer Journey for a Leading Manufacturer with MuleSoft

INDUSTRY - MANUFACTURING

LOCATION - USA

At a Glance

USE CASE

Order tracking, B2B orders through EDI, SFTP Integration, ERP Integration, APIs for reusability

CHALLENGES

- Disparate systems
- Lack of consuming different file formats in systems for order generation
- Lack of Insights for better decisioning
- All the files were managed and processed manually

SOLUTION

Implementing MuleSoft Anypoint Platform, Integrating back end applications, Implemented Monitor Pro for deeper insights for orders etc.

About the Client

The client is a leading manufacturer of technology products. The Company offers computers, portability, networking, software, gaming, peripherals, printing, consumables, electronics, mobile, cloud technology products, and networking and cloud services. The client serves customers worldwide. They have gained the experience to understand the diversity of each Latin American economy and the flexibility to customize our multinational plan to the specific needs of local markets.

Business Challenges

The client wanted to build a seamless customer experience and wanted to connect back-end systems together for better data insights.

- Integrating back-end systems with digital customer-facing technologies.
- Drive consistent sales execution and achieve deeper insights into sales and colleague performance
- Optimize customer buying journey and remove friction due to manual processes
- Convert Monolithic architecture into microservices-based architecture

Our Approach

To achieve the client's vision for delivering a digital experience and unlocking the data from different siloed systems, Royal Cyber positioned MuleSoft Anypoint platform and Royal Cyber home-grown application Monitor Pro.

Royal Cyber replaced the existing monolithic architecture with a new microservices-based architecture for flexibility to reuse APIs. This allowed the client to connect with a wide range of back-end applications such as ERP systems.

By taking the API-led connectivity approach, Royal Cyber integrated with back-end systems and Monitor Pro for real-time insights on sales orders and tracking of the supply chain such as inventory, sending invoices, updating orders, tracking, etc.

Results

The client could save time with MuleSoft, Anypoint platform, and Monitor pro by removing all the manual tasks into an automated task. In addition, the IT team saves vital development time by reusing APIs for integrations, allowing the organization to deliver a faster and greater customer experience.

MuleSoft AnyPoint and Monitor Pro played a key role in helping the client achieve profitability, growth & success and the client gained the following benefits:

- Better Data Insights
- API Led Connectivity
- Connected Business Applications
- Automated Decisioning
- Automated Supply Chain results in better ROI

Simplifying IT for Customers and Partners

Headquartered in Naperville, IL, Royal Cyber is a leading software organization that provides services ranging from application development to training and consultancy. We commenced operations in 2002 as a specialized technology provider striding in as a software deployment service provider, assisting clients to meet the standards and demands of doing business in a rapidly changing marketplace.

Click here to know more about MuleSoft