

# Synchronization of Various Legacy ERP Systems With Salesforce To Streamline Enterprise Information



## Objective

The client was using three different types of ERPs and the enterprise data was pushed to the ERP system from various applications. The databases used in the ERPs were: Oracle, BPCS (IBM AS400) & Tactics. The client wanted to start using SFDC as their CRM tool for which they needed to sync their customer list from the legacy systems. They also wanted to improve productivity and simplify collaboration between various teams by delivering updated information to the enterprise users.



## Challenges

- Absence of information flow between traditional legacy systems and Salesforce
- High redundancy of information
- Low productivity due to lack of collaboration between teams
- High complexity between the database objects of ERP and Salesforce



## Approach

To shorten the information gap between the traditional legacy systems, ERP and Salesforce, Rishabh Software's development team decided to implement BizTalk as a middleware to sync Salesforce with ERP and other legacy systems. The BizTalk application was coded in a way that it fetches the enterprise data from legacy systems and pushes them into SFDC and vice-a-versa in real-time. Many ERP services were created and configured to execute timely sync between the ERP and legacy systems. This catered the sales team with updated customer information and helped to increase business visibility.



## Business Benefits

- Automated sync process between legacy systems and ERP
- High visibility to the sales and enterprise users with updated information
- Streamlined information flow and simplified access to enterprise data
- Real-time notifications and status reports for synced data

## Industry Segment

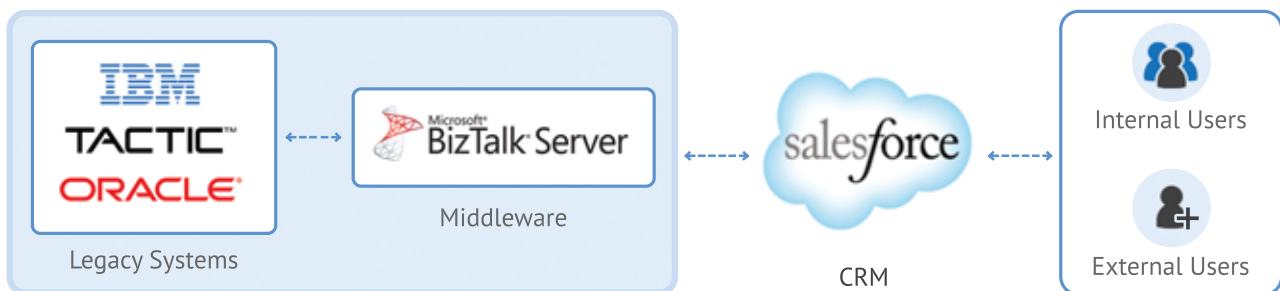
Healthcare

## Customer Profile

A US based leading supplier of eye and healthcare products, such as contact lenses and lens care products through its global business divisions in the Americas, Europe, Middle East, Africa and Asia.

## Technology and Tools

- Microsoft BizTalk Server
- Visual Studio.NET



## About Rishabh Software

Rishabh Software provides software services and solutions to mid-sized enterprises globally through our offices in the US, UK and India. We leverage the latest technology stacks in Cloud, Mobile, Business Intelligence and other Enterprise technologies helping clients to get the best value of their IT budget. With our team of 150+ software developers, we have implemented 220+ successful projects across 22 countries. Our process-driven approach has helped Rishabh to achieve CMMI Level-3, ISO9001 and ISO27001. Our team works on .NET, Java, PHP, iOS, Android and others technologies. We are a certified Microsoft Gold partner.



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