

CASE STUDY

Salesforce SAP integration using Dell Boomi
Emtec, Inc.



ABOUT WAVE 6®

Wave6 leverages Salesforce Sales, Service, Marketing Clouds and Communities to transform our clients' business. Our services include:

- Salesforce Optimizations
- Salesforce Expansion and Implementation
- Salesforce Managed Services
- Force.com & Mobile Development
- CRM Consolidation
- Cloud Application Integration

For more information, visit www.wave6.com

EMTEC INTEGRATES QUOTE-TO-CASH PROCESSES, SAVES \$1 MILLION OVER CUSTOM SOLUTION

Emtec, Inc. needed to better align three disconnected yet business critical order management processes. Wave6 helped Emtec leverage the powerful cloud platform of Dell Boomi to integrate their systems, improve data quality and drive significant cost savings.

THE BUSINESS CHALLENGE

Inefficient processes and inaccurate data prevented reliable intelligence

Emtec, a business technology solutions provider and parent company of Wave6, relied on three different systems to manage their quote-to-cash process:

- VARStreet for sales quote automation
- Salesforce for customer relationship management
- SAP for ERP

These three systems operated in silos, with no integration. Data generated by one system had to be manually entered into the other systems – a time-consuming, error-prone process.

This lack of centralized data also prevented management from easily accessing reliable and accurate intelligence when making business decisions.

To correct this situation, Emtec sought to align their disparate systems into a unified business process.

THE SOLUTION

A reliable, cost-effective cloud platform

Emtec considered several solutions, including a custom application that would integrate VARStreet with SAP. However, development would be costly – to the tune of \$1 million – and would not fully integrate all three systems.

Wave6 presented Emtec with a better option: to integrate VARStreet and SAP with Salesforce on a Dell Boomi cloud platform.

Wave6 recognized that partner Dell Boomi offered pre-built connectors to both SAP and Salesforce. This would not only ensure rapid deployment and immediate ROI, it would also provide flexibility and scalability for future growth.



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ABOUT EMTEC®

Wave6 is a subsidiary of Emtec, a provider of technology-empowered business solutions for world-class organizations. Emtec's collective focus is clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value. Service offerings include:

- IT Strategy Consulting
- Enterprise Application Services (CRM, ERP, EPM and HCM)
- Custom Application Development and Support
- Infrastructure Services

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RESULTS

Seamless integration makes real-time data easily accessible

With the now fully-aligned process, as data is entered into VARStreet to generate a quote, an opportunity and customer profile are automatically created (or updated) in both Salesforce and SAP. Emtec's executive and customer-facing teams are now able to access real-time dashboards and reports that provide reliable and accurate order and sales data.

Ultimately, the integration has delivered substantial benefits for Emtec:

- 85% faster data entry, from 20 minutes to less than 3 minutes
- Faster first-call resolution, due to centralized access to customer and order information
- Significant cost savings on Emtec's high transaction volume
- Faster time-to-benefits, thanks to a rapid implementation
- Substantial savings over the development costs for an SAP-centric solution

The integration has been so successful; Wave6 and Emtec are now planning Phase II, which will leverage the Dell Boomi cloud platform to synchronize customer information and order data to a self-service portal. Emtec is thrilled with this flexible, scalable solution that will facilitate the organization's continued, stable growth.