



CASE STUDY

**SAP BUSINESS ONE
OFFSHORE SUPPORT SERVICES**



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About Client

Established in 1994, the client is a leading online seller of building and roofing material based in Arizona, USA. The client runs SAP Business One with integration to multiple third-party applications with an objective to streamline and automate their business process and provide top quality service (shipping accuracy, speed and response to customer enquiries)

Challenges & Opportunities

- Inventory management – Difficulty in order processing and shipment of items as information was scattered between the three applications.
- Communication between ShipWorks application, SAP BI and postback of shipment information to SAP & Webstore
- Integration between SAP Business One and next-gen shipping tool ShipWorks was never done before.

Objectives

- With information spread over 3 independent applications, double entry of data and manual errors were common, resulting in wrong or missing MIS reports
- Ensure continuous flow of data within all the applications to increase efficiency and achieve accurate MIS reports

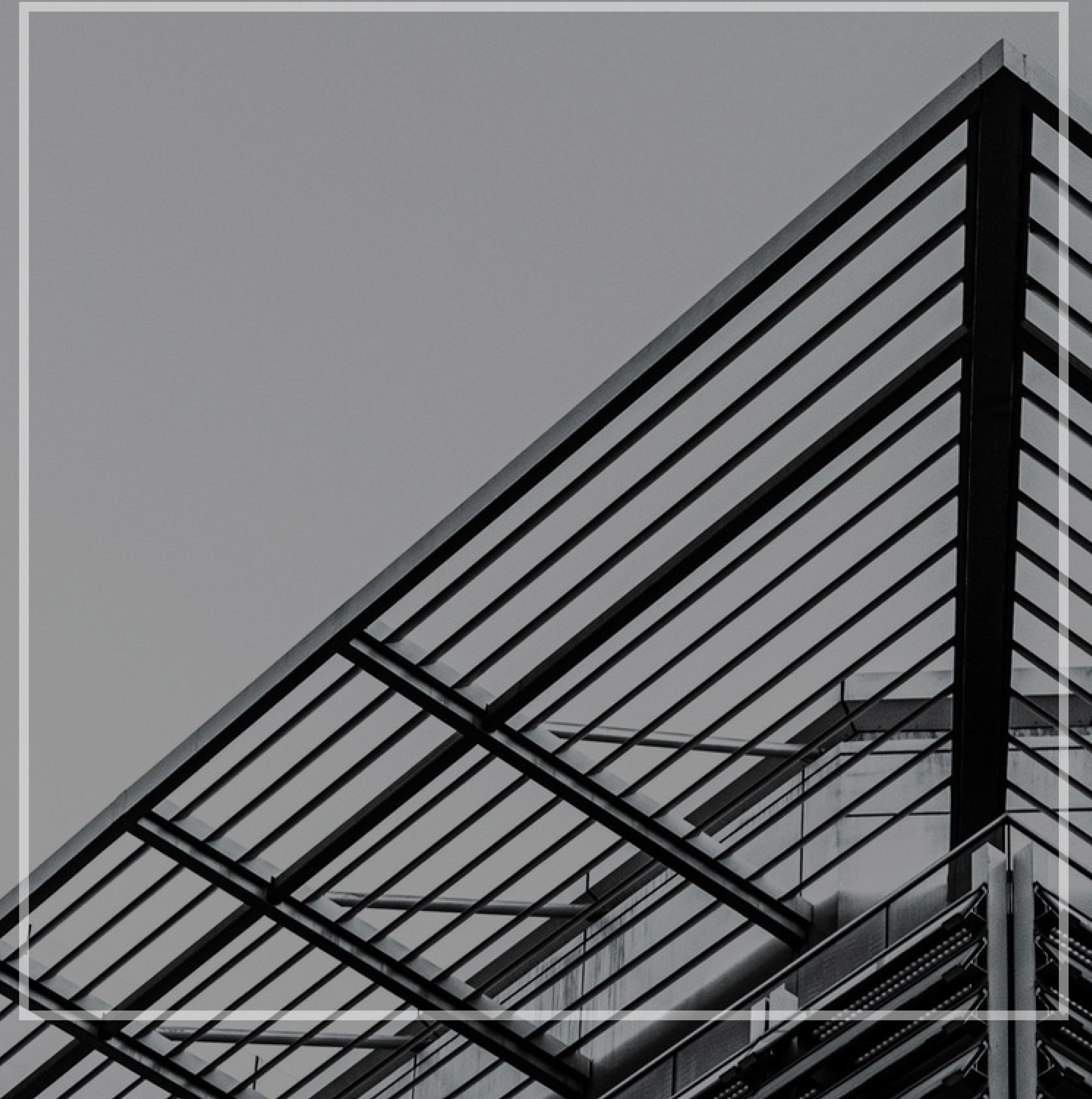
Why SAP Business One?

- One-stop-shop solution
- Easy to integrate with 3rd party applications
- Order creation & order processing in different applications
- Improved business efficiency & enhanced business control

Benefits

- As the data flow within the applications is automated, client was able to avoid repeated data entry and manual errors.
- Significant improvement in order processing which helped them increase their turnover by 20% during the first quarter.





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