



At a Glance

Industry

Life Sciences

Challenge

Manual data entry between Salesforce and NetSuite, leading to inefficiencies and errors.

Key Highlights

100% Automation of account and order processing.

50% Improvement in IT operational efficiency

Elimination of manual errors, ensuring data accuracy

Client Overview

The client is a global **biotechnology company** specializing in DNA research, manufacturing, and distribution. Their operations span research, production, and direct customer delivery, requiring a **highly efficient and accurate data management system**.

Requirements and Challenges

The company's reliance on manual data entry to manage customer accounts and orders resulted in several inefficiencies:

- **Time-consuming data imports and exports**, delaying order processing.
- **High risk of human error**, leading to incorrect records and miscommunications.
- **Lack of real-time synchronization**, causing discrepancies between Salesforce (CRM) and NetSuite (ERP).
- **Limited visibility for stakeholders**, making it difficult to track order status accurately

Solution

ProwessSoft designed and implemented a **MuleSoft API-led integration** that automated the **end-to-end data flow between Salesforce and NetSuite**. The key components of the solution included:

- Automated data synchronization, ensuring real-time updates of accounts and orders.
- Secure API-led integration, leveraging MuleSoft's built-in policies to enhance security.
- Error notifications, automatically alerting teams to any system integration issues.



Methodology and Process Followed

The implementation was executed in structured phases:

- 1. Business Analysis** – Assessed the client's existing CRM and ERP workflows.
- 2. Solution Design** – Developed API-driven automation frameworks tailored to business needs.
- 3. Iterative Development & Testing** – Ensured reliability, accuracy, and security through multiple testing cycles.
- 4. Deployment & Continuous Monitoring** – Launched the system with ongoing optimization and support.



Value Proposition

By leveraging MuleSoft's API-led approach, the client experienced:

- 100% elimination of manual data entry, resulting in a 60% reduction in order processing time and zero data transfer errors across integrated systems.
- 50% improvement in IT operational efficiency, reducing time spent on system maintenance and manual issue resolution through automated error notifications and monitoring.
- System uptime improved to 99.9%, minimizing business disruption and ensuring continuity across critical data systems.
- Enhanced scalability, allowing the client to support a 2x increase in monthly order volume without additional headcount or infrastructure changes.

Conclusion

Through automation and integration, the client successfully transformed their operations, eliminating inefficiencies and empowering their teams with real-time, accurate data. This digital transformation has positioned them to scale operations efficiently and deliver better service to their global customer base.

For further information, please contact:

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