Customer Success Story

CUSTOMER SIZE:
200 - 500

INDUSTRY VERTICAL:
Non-profit Organizations

SALESFORCE PRODUCTS:
Sales Cloud

INTEGRATIONS:
Jitterbit Harmony

ENGAGEMENT LENGTH:
Support Project

Streamlining Invoicing and Integration: Overcoming Payment Delays and Efficiency Drain

ASCM is the global leader in supply chain innovation and organizational transformation. As the largest association dedicated to supply chain, ASCM and its members drive accountability for resilient operations. Rooted in world-class APICS education, ASCM offers award-winning workforce development, industry standards, and a diverse community united for a better world through supply chain excellence.

Original Challenge

Unsettled Invoices & Delayed Integration
Manual invoice generation led to unpaid invoices, demanding repeated reminders. Additionally, DynPro's Salesforce-Aptify integration, operating on a 30-minute schedule, consumed resources even during idle periods, posing efficiency challenges.

Outcome #1

Automated Billing Boosts Payments Revolutionizing the approach for ASCM, DynPro automated a monthly process that generates invoices and sends payment reminders to customers via email. If a payment is made, reminders are halted. This significantly benefited the ASCM team, resulting in increased payments compared to previous practices.

Outcome #2

Integrated Efficiency and Data Migration Mastery. We overhauled ASCM's Jitterbit system, transitioning from Jitterbit Studio to a new flow in Jitterbit Harmony. Additionally, we developed an API that Aptify calls, triggering the operation to create orders in Salesforce. This process is now real-time, only running when new orders are in Aptify. The solution proved cost-effective, saving time for ASCM.