



Cygnets **Infotech**
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**Integration of Customized
nopCommerce with
SAP B1 for ISO Certified
Medical Supplier**

Project Details

Customer Size	Medium
Country	UK
Domain	Healthcare
Technology Frameworks	nopCommerce 3.8, ASP.Net MVC 5.0, C#, JQuery, SAP B1 9.2, Windows Services Entity Framework
Database	SQL Server 2012

Customized
Off-the-shelf
nopCommerce
Synchronized with
SAP B1



Client Profile

Client, a UK based renowned medical supplier helps the Healthcare Industry with ISO 9001:2000 and ISO 13485:2003 certified medical products such as medical equipment, dental products and nursing supplies. With patrons like healthcare professionals, ancillary businesses and medical individuals, client serves medical professionals pan UK since 1993.

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The lack of Technological Update And Manual Business Process Became A Growth Disruption For Client

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Business Scenario

Since its inception, client was built on the best business strategy of all, Customer Satisfaction. To Keep quality as priority, client took several steps like dedicated customer service staff, unanimous presence over all prominent marketplaces (online and offline) and customized pricing strategy for premium customers. Also to involve transparency in the process, they utilized SAP B1 as Back office to manage Product Category, Product and its attribute, Price, Customer wise Pricing and Discount rates. And to maintain product quality, they dealt only with Approved Suppliers that can deliver products in accordance with the European Medical Guidelines.

With such high standards, they grew over the years serving clients across the UK. But, with growing clientele, the lack of technological update and manual business process became a disruption to their growth and goal of customer service. Mundane data entry tasks and lack of seamless connection with customers led to issues like:

- ➔ Disintegration of Online Stores and the SAP system
- ➔ Low receivables turnover ratio due to lack of 24/7 Payment Gateway
- ➔ Low productivity and increased cost due to Manual back office tasks

They hired Cygnet Infotech to automate the sales process and to customize the nopCommerce platform to leverage technology as an enabler of higher productivity for better customer service.



Cygnets Solution

After analyzing the whole process and understanding the gaps of the process via Gap Analysis, the nopCommerce development experts at Cygnets suggested an integration of SAP B1 with the ecommerce website for seamless Data Automation. Also, to reduce the cost and training efforts needed, the team suggested customization of nopCommerce to synchronize the systems without making any development changes in the SAP.

Thus, to make the ordering and payment process, error-free and fast-paced without hampering the customer service, following are the development activities carried out by Cygnets Infotech for client:

→ **Two-way Synchronization between SAP B1 and nopCommerce:** The development team not only integrated the data from ecommerce website to the SAP system, but also integrated the data of the offline sales entries into the ecommerce website to provide instant updates to the Customers.

Previously, it took hours to manually integrate the data from website to the SAP system and vice-versa. After the automation was made into the system, it integrated the data without any human intervention in near real-time.

- **Collaboration of Various nopCommerce website into one Multi-Store marketplace:** Previously, client used to manage all the websites separately. And the data generated on all the three websites of medical equipment, dental products and nursing supplies respectively was manually integrated into the SAP system. To streamline the processes, Cygnets Infotech developed a Multi-Store marketplace for client with single admin panel for all the websites.
- **Fault Tolerance System:** To manage the downtime, Cygnets developers designed a Fault Tolerance System that restricted the effect of the failed system from affecting other systems. This allowed client to serve the clients with minimal damage and enabled the staff to focus into the problem without hampering the business.
- **Ecommerce Solution with Off-the Shelf Functionality:** To make sure the customized solution was easily accessible to the non-technical users, Cygnets developed the nopCommerce solution in a way that it became an Off the shelf software for client.
- **Seamless Data Migration:** To ensure no historical data is left behind and to avoid creation of dark data due to the customization of platform, Cygnets Infotech provided Data Migration services for seamless migration of historical data of client.



Benefits to the end-users

- Near real-time access of the orders placed and outstanding payment
- 24/7 access to the payment gateway without the support staff assistance
- Online placement of order regardless of time and human assistance



Benefits to the Client

- Reduction of 92% in the time consumed for integration of data
- Increased efficiency and accuracy of the ordering and payment process by 43%
- Significant reduction of 73% in the mundane tasks carried out by the Support staff
- Complete automation of the solution with 24/7 access to information
- Online Stock Management and near real-time stock updates



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