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CASE STUDY

Streamlining Data Integration from Salesforce to Oracle EBS for View Inc. with Dell Boomi

Client
View.inc

Location
Milpitas, CA, USA

Industry
IoT Product Manufacturing

About the Client

View Inc. is a leading smart glass manufacturing company specializing in innovative architectural solutions. The client faced challenges in seamless data integration between Salesforce (SFDC) and Oracle EBS. Coupled with the need for robust error management and complex connectivity across multiple applications, View. Inc. sought a solution that could streamline its operations effectively. This led them to approach Neev Systems for the adoption of Dell Boomi, seeking a comprehensive integration platform to address their data integration challenges and optimize business processes.

Challenges

The client faced several challenges that needed to be addressed:

- **Inefficient Data Integration:** The client faced challenges seamlessly integrating transactional data between Salesforce (SFDC) and Oracle EBS, leading to delays and inaccuracies in updating critical information.

- **Error Log Management:** The absence of a robust error log storage system hindered the client's ability to track and address integration failures promptly, impacting operational efficiency.

- **Complex Connectivity:** Managing connectivity across multiple applications posed a challenge, requiring a solution to streamline processes while maintaining flexibility and scalability.

- **Data Visibility:** Lack of comprehensive visibility into data throughout the integration process hindered monitoring, debugging, and ensuring data accuracy.

Solutions

View Inc. adopted Dell Boomi to address its data integration challenges. The implementation involved:

Retrieve Transactional Data: Neev Systems facilitated View Inc. to seamlessly retrieve transactional data from Salesforce (SFDC) by efficiently utilizing Salesforce APIs. By directly querying SFDC's database, the client accessed critical information such as sales orders, invoices, and customer interactions. This real-time integration with internal systems enhanced operational efficiency and supported informed decision-making processes.

Call APIs: Leveraging Dell Boomi, Neev Systems empowered View Inc. to effectively invoke APIs for interacting with external systems, including Salesforce, SAP Concur, and Oracle EBS. With our expertise, Dell Boomi's robust API management capabilities were harnessed to ensure secure API call authentication, invocation, and management. This seamless integration ensures reliable communication between systems, optimizing business processes and facilitating data exchange across diverse platforms.

Inbound and Outbound Processes: We orchestrated inbound integration processes between Salesforce (SFDC) and Oracle EBS for View Inc. Salesforce initiates data transmission to Oracle EBS for processing, encompassing crucial information such as sales orders and customer details. Leveraging Dell Boomi or a similar integration platform, we meticulously mapped the data to Oracle EBS's format and securely transmitted it, ensuring accurate and timely system updates. This bidirectional integration facilitated operational agility and optimized resource utilization for View Inc.

Data Transformation: We extended the client's data integration framework to include advanced data transformation into an analytical layer, ensuring data availability for consumption. Through the strategic implementation of transformation techniques, we enhanced the usability and relevance of data, empowering stakeholders with actionable insights and informed decision-making.

Benefits

Operational Transformation: Neev Systems' implementation of Dell Boomi has revolutionized View Inc.'s operational landscape, particularly in Order Management and Sales. By seamlessly integrating Salesforce (SFDC) and Oracle EBS, critical business processes such as order creation, sales order processing, tracking, and fulfillment have been streamlined. This empowered View Inc. with improved data accuracy and operational agility in navigating its sales and order management workflows.

Real-time data exchange: Achieved seamless real-time data exchange between Salesforce (SFDC) and Oracle, enabling timely updates on sales orders, customer information, order statuses, and inventory levels. Inbound integration involves SFDC transmitting data to Oracle, while outbound integration facilitates Oracle sending updates to SFDC. This ensures accurate data synchronization, optimizes business processes and enhances operational efficiency.

Seamless Data Synchronization: Dell Boomi facilitated seamless bidirectional data synchronization (Data related to products, order releases, and order lines) between Oracle E-Business Suite (EBS) and Salesforce. This ensured that both E-Business Suite (EBS) and Salesforce were in sync with respect to opportunities (converted to orders) logged in Salesforce and order tracking on Oracle EBS. Hence, updates made in either system were accurately reflected in the other, enhancing data consistency and operational efficiency.

Data Integrity and Accessibility: Utilizing Dell Boomi, View Inc. preserved Base64-encoded data within the Atom directory. This ensured the retention of important data for future use, enabling quick access and retrieval whenever required, thus enhancing data integrity and accessibility.

Efficient Workflow Handling: Leveraging Dell Boomi's flow control functionality, View Inc. segmented data or files into batches and processed individual records based on specific process requirements. This tailored approach ensured efficient handling within integration workflows, improving processing efficiency and reducing latency.

Optimized Integration Performance: By implementing caching within the Dell Boomi integration setup, View Inc. efficiently stored and retrieved frequently accessed data by implementing caching within the Dell Boomi integration setup. This optimization reduced processing time and enhanced overall integration performance, improving system responsiveness and scalability.

Approach and Methodology

The methodology used for implementing this solution can be summarized as follows:

Data Extraction and Integration Initiation: We established a streamlined data extraction process from Salesforce (SFDC) and initiated a database queue in Dell Boomi. This triggered seamless integration between SFDC and Oracle EBS, ensuring timely and accurate data transfer.

Data Transformation and Enforcement of Business Rules: Dell Boomi processes were developed to transform data and enforce business rules efficiently. Data was manipulated and validated by leveraging mapping, branching, scripting, and decision shapes according to predefined rules, ensuring data integrity and compliance.

Table Enrichment and Population: Boomi insert/merge scripts integrated with Connector Operator were implemented to populate enriched tables. This approach facilitated efficient data enrichment and population, enhancing the usability and relevance of stored data.
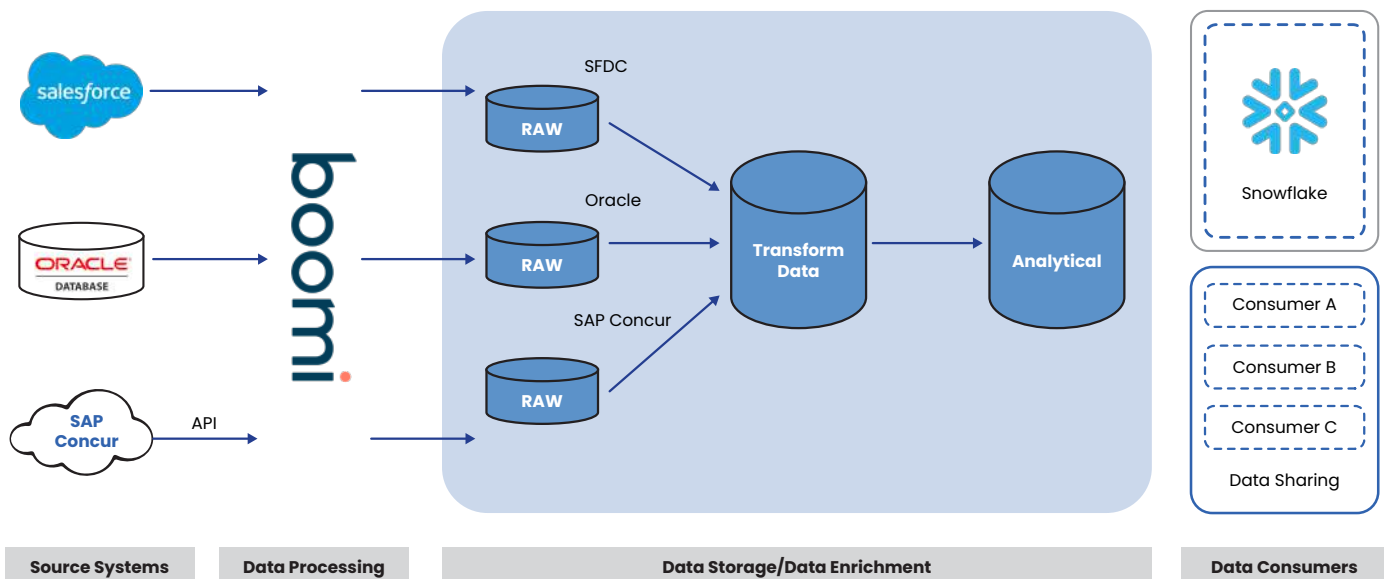
Data Orchestration and Error Management: Data orchestration, error tracking, and statistical analysis were maintained through different levels of log tables. By systematically logging errors and operational insights, comprehensive visibility into integration processes, enabling proactive management and optimization.

Alerting Mechanism for Failure Management: A strict alerting mechanism was built to address various failures, maintenance, and service issues based on logged data. Failures were stored in database tables through implemented queues in each process, facilitating automatic logging of failure details for prompt resolution and minimizing disruptions in data integration processes.

Architecture Approach

Source Systems	Data Processing	Data Storage/Data Enrichment	Data Consumers

About Neev Systems

Neev Systems is a reliable IT partner committed to providing tailored solutions and services in and around Digital Transformation, Cloud Computing, Integration Services, ERP Solutions, and Product Engineering Services. Our mission is to leverage a collaboration-first approach for building efficient, reliable, and flexible solutions that help clients adapt quickly to shifting market dynamics and changing customer demands.

Partner with us and experience the benefits of working with a trusted IT partner that delivers exceptional quality and value.

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