



# SAP & Zoho CRM Integration

[www.appseconnect.com](http://www.appseconnect.com)



# Available Integration Touchpoints

## Customer Sync

### ➔ Account Sync

SAP customers details are synced with ECC with the Accounts within Zoho. Accounts is a standard module within Zoho and is available by default.

### ➔ Contact Sync (Standard module)

There can be many contacts associated with a customer record within SAP. They need to be available within Zoho so that sales person can follow up with respect to those contacts. This is made feasible by APPSeCONNECT. The contact information is synced with Zoho and gets related with the respective Accounts. Again, contacts module is available out of the box in Zoho.

## Product Sync

### ➔ Product Sync (Standard module)

Products are synced from ECC with Zoho. The retail prices are synced along with the product within the standard module of Zoho. SAP is supposed to be the system of records for this touch-point and sales representatives are not supposed to create or update products within Zoho.



## Order sync

### + Quote Sync (Standard module)

With the above master data, Sales representatives can generate Quotes within Zoho CRM. They are automatically synced with SAP.

### + Sales Order Sync (standard module)

The Quotations can be converted into Sales order within SAP. Once this is done, the sales order information automatically flows into Zoho and creates a Sales order related to the Quotes. This helps the Zoho users see the purchase history of the customer.

## Delivery & Invoice sync

### + Delivery Sync (custom module)

When the goods are shipped within SAP, the delivery information is created within Zoho. The information contains the shipment details as well as tracking information. This module is not available within Zoho by default and is custom made. The rationale for this feature is that sales support team can help answer questions on delivery status and dates to the customer.

### + Invoice Sync (Standard module)

As soon as the invoice is created within SAP, the information is available on Zoho. This helps the customer representative visualize the end to end sales cycle within the CRM. The standard Invoice module of Zoho has been used for this.



# Seamless integration between your apps

## Automate manual processes

APPSeCONNECT makes life easier for you. Seamlessly connect all your business applications and save time by automating manual processes.

## Focus on Profitability

Why spend hours in doing manual work that can be automated. Instead, focus on your core business and increase your revenue.

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## What our customers say...



For us, the **“set it and forget it”** aspect of the APPSeCONNECT is the best part. We needed something that could run on its own and just work, APPSeCONNECT does this quite well.

### Terence McDevitt

Project Manager  
**Premier Research Labs**

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### In one word, Awesome!

APPSeCONNECT definitely provides an excellent and professional service with great value for money. It is one of the best software company that I have worked with.

### Jennifer Fun

Information Systems Manager  
**Jasper Coffee**

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