SAP ERP and Zoho CRM Integration

Synchronization Points

Customer

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

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

Product

Product Sync (Standard module)
Products are synced from ECC with Zoho CRM. The retail prices are synced along with the product within the standard module of Zoho CRM. SAP ERP 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 CRM.

Order

- **Quote Sync (Standard module)**
  With the above master data, Sales representatives can generate Quotes within Zoho CRM. They are automatically synced with SAP ERP.

- **Sales Order Sync (standard module)**
  The Quotations can be converted into Sales order within SAP ERP. Once this is done, the sales order information automatically flows into Zoho CRM and creates a Sales order related to the Quotes. This helps the Zoho CRM users see the purchase history of the customer.

Delivery, Invoice and Order Response

Delivery Sync (custom module)
When the goods are shipped within SAP ERP, the delivery information is created within Zoho CRM. The information contains the shipment details as well as tracking information. This module is not available within Zoho CRM 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 ERP, the information is available on Zoho CRM. This helps the customer representative visualize the end-to-end sales cycle within the CRM. The standard Invoice module of Zoho CRM has been used for this.

Transform the way you work and improve business efficiency!

APPSeCONNECT-led business processes streamline your operational workflow and help you expand customer and employee satisfaction amplifying revenue numbers and growth.

SAVE TIME AND EFFORT

Seamlessly connect business-critical applications and save huge amount of time and effort by automating business processes

BOOST PRODUCTIVITY

Eliminate the need for manual data entry, resulting reduced risk of errors, increased productivity, quality and a happier workforce

FOCUS ON PROFITABILITY

Streamlined business processes lets you focus on what matters the most: increasing customer satisfaction, revenue, growth!

What our customers say...

PRANA
ORGANIC

Without APPSeCONNECT, I don't think we could have grown our website to where it is now. In terms of what is out there in the market, it is the cheapest option that would deliver a reliable service.
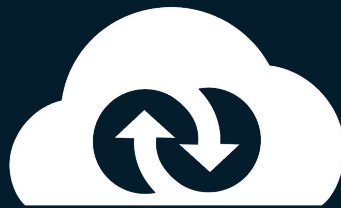
Erika Weihmayer
Prana Biovegan

LUMI NOX Luminox
SWISS MADE

The product is easy to work with. Throughout the process, APPSeCONNECT was very accommodating of our specific requests.

Victoria Schweistein
Lumondi Inc

Automate Your Business With APPSeCONNECT. Get Started Now!

APPSeCONNECT

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