Advancing Eyecare

Experience how Advancing Eyecare optimized its ecommerce operations and service support with seamless integration powered by APPSeCONNECT.

A Visionary Approach to Eyecare Instrumentation

Advancing Eyecare is a collaborative endeavor of industry leaders in the eyecare instrumentation marketplace, catering to deliver unparalleled products and services in the ophthalmic equipment industry. With constant focus on innovation and customer-centricity, Advancing Eyecare has established itself as a trusted partner for eyecare professionals worldwide.

Streamlining Operations for Seamless Connectivity

Advancing Eyecare employed a suite of applications to manage and maintain their operations efficiently. They were using SAP Business One DI-Server and Service Layer as their back-end ERP system and Salesforce as their CRM. They recently went digital to an online store and employed BigCommerce as their eCommerce storefront. They needed an integration solution that could seamlessly connect all their applications and cater to diverse business needs with unified data.

Challenges Faced: Bridging the Gap Between Online and Offline Operations

While their integration requirement was mainly focused on SAP and Salesforce, the recent transition to BigCommerce posed a significant challenge. While online orders from BigCommerce were captured in Salesforce, the core operations and control of the business were managed through SAP Business One. This disjointed data flow created inefficiencies and hindered the seamless management of orders and inventory for Advancing Eyecare.

Headquarters:
Jacksonville, Florida

Industry:
Health, Wellness and Fitness

Company Size:
201-500 employees

Website:
http://advancingeyecare.com/

BigCommerce + Salesforce + SAP Business One Integration by APPSeCONNECT

APPSeCONNECT understood the challenges and stepped in to offer a solution to Advancing Eyecare. The integration between the applications involved the streamlined sync of orders from BigCommerce to Salesforce and Salesforce to SAP Business One for centralized control. Also, the Deliveries and Invoices created in SAP were first integrated with Salesforce and then seamlessly pushed to BigCommerce to facilitate order tracking by customers. This bidirectional integration ensured that data flowed seamlessly across all platforms, enabling real-time tracking of order statuses for customers.

Positive Outcome After Integration: Enhanced Efficiency and Customer Satisfaction

With the integration in place, Advancing Eyecare experienced a significant improvement in operational efficiency. Orders created in SAP were automatically reflected in Salesforce, allowing for streamlined order processing and inventory management. APPSeCONNECT ensured that customers could track their order statuses seamlessly, leading to enhanced satisfaction and trust in the brand.
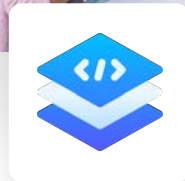

Special Scenarios and Customization: Addressing Service Support Needs

In addition to standard order processing, APPSeCONNECT integrated Work Orders into the system to cater to Advancing Eyecare's service support requirements. This customization enabled customers to request services for faulty products, with service providers efficiently managing requests and placing orders for necessary items to facilitate repairs and maintenance.

APPSeCONNECT's customized integration solution offered the following:

- Streamlined management of inventory data and invoices
- Automated product data sync from SAP Business One to Shopify
- Elimination of manual data exchange between applications
- Improved control and monitoring of inventory
- Improved organization-wide efficiency of business processes
- Scalable eCommerce growth through seamless integration of additional applications

APPS e CONNECT

Here's How APPSeCONNECT is Your Best Fit Too!

- Next-gen low-code/ no-code iPaaS for effortless automation and integration
- Robust user-friendly platform backed by experienced professionals
- Best in class implementation and post-implementation customer support
- Pre-Built Connectors with industry-tested reliability and functionalities
- Built-in functionalities to support geographical expansion
- Deeper full-stack integration for unparalleled scalability and customizability
- Fully automated instant bi-directional data sync
- Flexible implementations that scale with a growing eCommerce business
- Boost efficiency of business processes and team productivity

Connect Your Applications Under One Platform and Automate Business Processes

Ready to talk to an expert?
Start your integration journey now!

Contact Us

AUTOMATION CHAMP!

Unlock Efficient Business Automation with APPSeCONNECT!

APPSeCONNECT integration platform as a service (iPaaS) addresses to one of the biggest barriers of a modern day enterprise - connecting, synchronizing and relating data, applications, and processes among cloud and on-premises systems with latest integration and cloud computing paradigms and the best-in-class technologies.

Power and Flexibility

Full-Stack Integration and Automation provides a flexible architecture that seamlessly integrates a variety of software applications enabling businesses to adapt their workflow rapidly and cost-effectively to changing business ecosystems.

Launch Faster

Pre-concocted templates, for industry leading integrations that are time-tested and based on best integration practices reduce time to deploy by up to 65%.

Reliable and Secure

Handles data most delicately. The servers follow highly encrypted channels to communicate. Moreover, the security layer pre-built on the platform shields all the activities made through the platform.

Empower Teams

Low-Code Development environment is friendly to users from any level of technical expertise. It empowers every team within your organization to develop and implement integration at any level of the organization.

Accelerate Growth

Full-stack low-code intelligent automation enables businesses to deliver to the market faster and achieve 70% boost in business productivity.

Boost Revenue

Intelligent integration eliminates data silos across the organization which helps boost revenue and reduce costs to the company due to data errors and redundancies, manual labor, and lack of real-time data transfer.

Request a Demo