

Customer Success | Skullcandy

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We were live with Jitterbit in a matter of weeks and have plans to extend integration throughout Skullcandy. Jitterbit has helped us transform our business by allowing us to bring some very critical infrastructure and data management pieces inside our walls. This is key to growing our business more rapidly and having a much better grasp on and visibility to our data. .

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- Mark Hopkins, Director of Information Technology,
Skullcandy



About Skullcandy

Skullcandy is a leading audio brand that reflects the collision of the music, fashion and action sports lifestyles. Skullcandy products are sold in the United States and in more than 70 other countries around the world. The company was founded in 2003 by Rick Alden, the creator of several successful action sports companies and a lifelong industry enthusiast.

skullcandy.com

Why Jitterbit?

Jitterbit offered the most powerful and flexible solution during a product evaluation. The Jitterbit team were incredibly responsive throughout the process and enabled Skullcandy to go live in a matter of weeks.

Summary

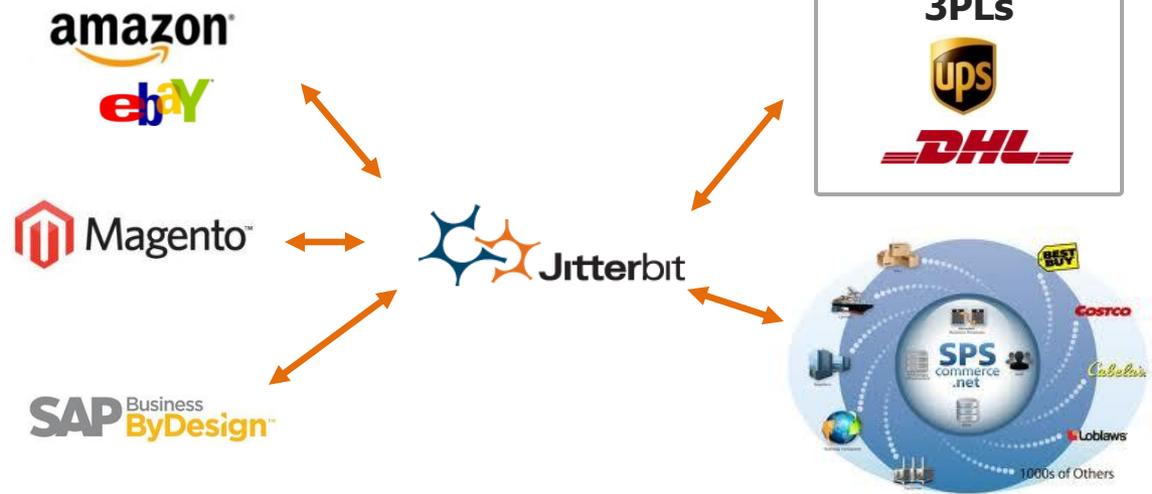
For years, Skullcandy had been using ad hoc methods to share information between its ERP, web stores and shipping partners. This approach was proving to be too time-consuming and prone to errors, so Skullcandy decided to take ownership of their data management and business processes by deploying a standardized integration platform.

Using Jitterbit Skullcandy successfully integrated their key 3PL warehouses owned by UPS and DHL with their SAP by Design ERP application in a matter of weeks. The company next used Jitterbit to create a standard interface for consuming orders from their various web stores, including eBay, Amazon.com and their own Magento-based stores on skullcandy.com

With Jitterbit, Skullcandy now have a robust and reliable integration platform for automating their critical business processes, which has proven key to growing their business more rapidly.

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Complete front and back office integration with the supply chain, including 3PLs and trading partner platforms.



Challenge

- ISV/Partner integration options too complex and time consuming.
- Needed to connect SAP ByDesign with storefronts and shipping providers.
- Enable visibility between SAP ByDesign, Magento, webshops, and 3PLs.
- Interface with SPS Commerce EDI orders from big box retailers (Best Buy, Target, etc.)

Solution

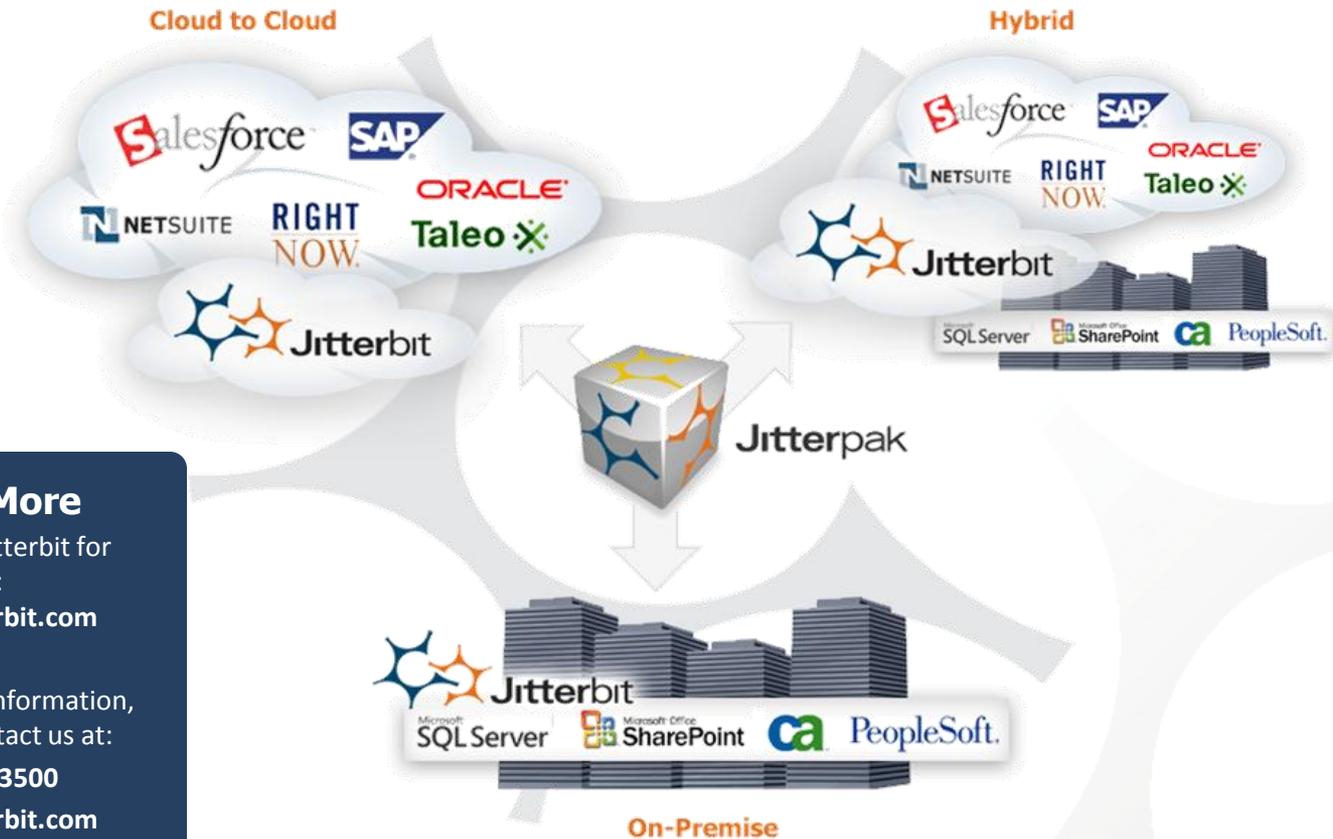
- Jitterbit
- Automated end to end business processes between Salesforce, SAP ByDesign, and Magento
- Integrated 3PL warehouses with SAP ByDesign, SPS Commerce purchase and sales orders, inventory and shipping statuses.

Results

- Standardized integration moved critical data operations in-house.
- Complete data visibility across applications and partners.
- New storefronts and 3PLs take hours, not weeks to onboard.
- Real-time alerts and visibility of order errors, etc. that previously took a day to discover.

About Jitterbit

Jitterbit delivers powerful, flexible, & easy to use data and application integration software. Designed for the technical business analyst, Jitterbit's graphical "No-Coding" approach accelerates and simplifies the configuration and management of on-premise and cloud integration projects.



Learn More

Discover Jitterbit for yourself at:
www.jitterbit.com

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