

# E-commerce & Retail

Get Connected and Enable  
Omni-Channel Experiences



“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.”

- MARK HOPKINS, DIRECTOR OF IT, SKULLCANDY

Retail companies have to meet increasingly high customer expectations to stay competitive. A modern API integration platform helps retailers create unprecedented real-time visibility into everything that affects the customer experience, from product and order data to shipping and delivery status. Armed with this knowledge, retailers can orchestrate, automate, and track everything needed to make customers happy and keep them coming back.

Jitterbit provides the accurate data and app connections that retailers need, in less time and with greater accuracy than manual solutions or cumbersome point-to-point integrations that require custom code. With Jitterbit's API Integration Platform, companies can quickly and easily connect customer and product data, POS systems, inventory information, RFID, pricing, and all the other elements necessary to fully understand, automate, and improve the customer experience. It's a better way to sell, online or off.

## BENEFITS OF CONNECTIVITY

- ✓ Improved visibility across applications, vendors and partners
- ✓ Faster onboarding for new stores and logistics services
- ✓ Real-time alerts and visibility into order status and errors across touchpoints
- ✓ Personalized buying experience for any site, device, or location
- ✓ Improve response and delivery times, increasing customer satisfaction
- ✓ Automate sample fulfillment, warranty management, and returns

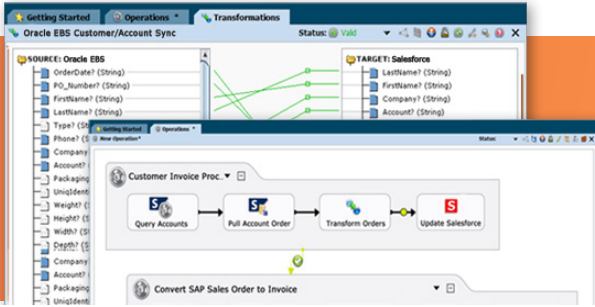
## **Skullcandy** CUSTOMER SUCCESS

Before adopting Jitterbit, audio retailer **Skullcandy** had a complicated, largely manual order system that involved sending order information by email and FTP. Seeking a better way to synchronize online and in-store orders with logistics providers, Skullcandy began connecting apps with Jitterbit. Now, online and retail orders are automatically sent to fulfillment using Jitterbit, without manual intervention. Orders are fulfilled faster and more accurately, partners are easier to onboard to grow the business, and customer satisfaction has increased.

**Want to learn more?  
Contact us.**

[jitterbit.com/contact](https://jitterbit.com/contact)

# One Platform Limitless Opportunities



The Jitterbit API Integration Platform enables companies to integrate thousands of applications and data sources as well as create and publish APIs from existing systems.

By using an intuitive platform that combines integration and APIs into one solution, enterprises can:



## DESIGN INTEGRATIONS

- Connect any data, app, or device
- Intelligently map data fields
- Build powerful workflows
- Infuse any application with artificial intelligence
- Automate business processes to streamline operations



## DEPLOY ANYWHERE

- Create and publish APIs internally or externally
- Run cloud, on-premise, or hybrid
- Create secure local connections with lightweight agents
- Scale elastically to meet needs in real time
- Count on high availability with smart agent groups



## MANAGE FROM ANY DEVICE

- Manage from the Harmony Cloud
- Provide secure access with user-based permissions
- Get real-time alerts and a complete audit trail
- Optimize intelligently across unlimited environments
- Manage your APIs and view enhanced analytics

## CONNECT TO 1,000+ ENDPOINTS

### APPLICATIONS

- Salesforce
- SAP
- Workday
- Epicor
- ServiceNow
- Microsoft Dynamics (CRM, AX, GP, NAV, SL)
- PeopleSoft
- Oracle
- and more

### APIs

- Web Services (SOAP, REST), HTTP/S
- Custom API publishing and management
- OData Services
- and more

### DATABASES

- Oracle
- SQL Server
- DB2
- MySQL
- Sybase
- and more

### OTHER PROTOCOLS

- JDBC/ODBC
- FTP
- File Shares
- LDAP
- SMTP/POP3
- and more

### DATA FORMATS

- JSON
- XML (WSDL, XSD)
- All EDI (X12, EDIFACT, TRADACOMS, XML, CICA, HL7, etc.)
- Flat/Hierarchical Text Structures
- and more

### EXISTING SOA PLATFORMS

- webMethods
- Tibco
- IBM WebSphere
- BEA WebLogic
- and more