

A JITTERBIT EBOOK



 Jitterbit + 

SAP Connectivity Customer Success

SAP Integration Informs Better
Business Decisions Across Industries

SAP is the backbone of many businesses.

Powerful enterprise resource planning, data management and analytics capabilities make SAP a smart choice for giving its nearly 300,000 customers important insights into how they can improve operations and increase profits.

However, SAP alone isn't enough. SAP systems can be complex, and not everyone in an organization will necessarily have full access to them. For salespeople working in CRM apps like Salesforce or Microsoft CRM, business analysts working in BI tools or marketing teams working in platforms like Hubspot or Marketo, connecting these disparate apps can be the key to bringing business-critical data from SAP into the systems that employees use to do their jobs every day.

Whether your business is focused on manufacturing, retail, healthcare or another industry, chances are you would benefit from automated processes, better visibility, quicker responses to market changes and more accurate forecasts and plans.



SAP Customer Connectivity Success

This eBook shares real-world stories from several Jitterbit customers that used SAP integration to get more out of their SAP instance and other business applications to make better business decisions.

Learn how SAP integration can help you:

- **Gather better, actionable insights** for salespeople using disparate customer management, business intelligence, product and financial systems.
- **Save time and enable near real-time access to business-critical information** by removing the barrier of manual data manipulation and transformations.
- **Improve delivery times and boost customer satisfaction** with warranty management, shipping, returns and e-commerce integration.
- **Grow business more rapidly** with automated processes and connected apps.
- **Quickly and easily connect CRM and ERP applications** with “set it and forget it” deployment that can cut development time and save money.
- **Overcome limits on access to SAP, free your processes and data from silos and empower your employees** with always-available, accurate information to elevate customer service.

TABLE OF CONTENTS

- 04** Sika Joins Product Data Across the Enterprise
- 05** Mophie Powers Digital Business with Real-Time APIs
- 06** Bayer Cures Expensive, Time-Consuming Data Headaches

4

PRODUCT DATA

Sika Joins Product Data Across the Enterprise

Connecting SAP saves time and enables near real-time access to business-critical information.

Sika is a leading manufacturer of specialty chemicals. The company needs product information from SAP to be available in Salesforce so that its sales team can provide the best service to customers. To make that happen, Sika was using the Jitterbit Data Loader for Salesforce to help move flat file exports from SAP into Salesforce a couple days a week.

Although this process helped get information into the right place, it was a manual process and wasn't going to scale with their needs.

Sika then decided to implement the Harmony integration platform to connect business-critical information in near real time. Now, **Sika uses Jitterbit to automate the integration of sales and accounting data between SAP and Salesforce.** This helps make sure that sales team members always have the most current details about orders, payments and more, **improving their ability to provide accurate and timely recommendations to customers.**

In addition, **Jitterbit connects individual sales data, product mix, credit and accounts receivable information between Sika's front and back office,** giving the organization complete visibility into the sales process from both Salesforce and SAP.

The migration from manual data loads to complete Jitterbit integration took just two days, validating the speed and power of the Jitterbit platform and taking Sika's sales operations to the next level. **Now, Sika can rely on its business data being managed as expertly as the chemicals the company manufactures.**



INDUSTRY

Manufacturing

INTEGRATIONS

Salesforce, SAP

CHALLENGES

- Manual data lookup
- Time-consuming data transformations
- Information not available in real time

RESULTS

- Eliminated manual data entry and file exports
- Automated closed loop processes among sales, product, credit and accounts receivable departments
- Implemented SAP integration without support during free trial
- Synchronized products in fewer than 48 hours
- Connected systems to make the right information available in the right systems



CUSTOMER SATISFACTION

Mophie Powers Digital Business with Real-Time APIs

Connecting SAP improves delivery times and boosts customer satisfaction.

Mophie is the #1 mobile battery case manufacturer in the world. As you might imagine, making high-quality battery cases that keep all kinds of cell phones operating for as long as possible is a complex undertaking. To ensure their cases meet high standards and get in customers' hands on time, Mophie relies on real-time digital connectivity to tie together their logistics, shipping and customer service operations across multiple internal apps and partner systems.

Mophie uses Jitterbit Harmony to connect their digital assets to centralize and automate critical business processes such as warranty management, shipping, returns and e-commerce integration.

In doing so, Mophie has improved response and delivery times and boosted customer satisfaction.

The flexibility of the Harmony platform allows Mophie to easily extend API connectivity to partners including 3PLs, which has given them a powerful and scalable foundation on which to build their international growth plans.



INDUSTRY

Manufacturing

INTEGRATIONS

Salesforce, SAP, Magento, UPS, Fedex, USPS, 3rd Party Logistics

CHALLENGES

- Fragmented manual processes
- Siloed and redundant data
- Integration relied on one-off applications and CSV files

RESULTS

- Automated warranty management, samples and returns
- Improved response and delivery times for customers
- Flexible, agile integration is ideal for international growth
- Operates with APIs used by all partners

HYBRID ARCHITECTURE

Bayer Cures Expensive, Time-Consuming Data Headaches

Connecting SAP allows for seamless movement of order data between cloud and on-premise apps.

When Bayer, a German multinational chemical and pharmaceutical company, adopted Salesforce as their new CRM and call center application, they needed to quickly integrate their cloud data and business processes with their on-premise Oracle data and SAP ERP application. Bayer uses a custom order management solution within Salesforce but executes order fulfillment within SAP. Integrating and automating this common business process was a critical need.

Today, Bayer uses Jitterbit to seamlessly move order data between Salesforce and their Oracle data warehouse. Once transferred to Oracle, the data is validated against SAP to ensure accuracy and subsequently, updated in SAP via the IDOC interface.

Updates on order fulfillment from SAP are synchronized back to Salesforce, giving the sales team complete visibility to order status. In addition, all account and product data is continually synchronized from SAP, Bayer's system of record.

Using Jitterbit, Bayer is able to quickly and easily automate the order process across its CRM and ERP applications with appropriate alerts and escalations built in—allowing for easy management and “set it and forget it” integration.



INDUSTRY

Pharmaceuticals

INTEGRATIONS


Salesforce, Oracle, SAP

CHALLENGES

- Adoption of Salesforce CRM required bi-directional synchronization of order data between the cloud and on-premise Oracle data warehouse and SAP
- Custom coding is too complex, and they needed a solution that could be deployed quickly and managed easily by a small team

RESULTS

- Bayer was able to integrate Salesforce with the rest of its enterprise before they fully learned how to use Salesforce
- Integration delivered by two people
- Integration development time cut by 33 percent
- Maintenance is minimal with true “set it and forget it” deployment



While SAP's powerful enterprise resource planning, data management and analytics capabilities make it integral to many businesses all over the world, its implementation can be complex, its data siloed and its processes manual. Connecting SAP with other essential business apps can not only solve these problems, but also **make your business run better, faster and smarter.**



Learn More ►

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Jitterbit empowers businesses to optimize their connectivity and scalability through a single integration and workflow automation platform. Our mission is to turn complexity into simplicity so your entire organization can work faster and more efficiently.

Jitterbit, Inc. • jitterbit.com • +1.877.852.3500