

Simplify integration and increase visibility using Infor OS

ABOUT COBWEBB COMMUNICATIONS

Cobwebb Communications Ltd takes manual business processes and automates them using technology. We have been providing document automation solutions since 1986 and in the more recent past we have expanded our portfolio to include Finance Automation, Workflow and Application integration solutions. For further information and to see who we work with please visit our website [here](#)

THE BACKGROUND

A major supplier of Material Handling Equipment (MHE) based in Europe with multiple manufacturing sites and a central sales office. Each site runs a different back end system (ERP) and utilises 3rd Party Logistics providers (3PL's). The desire for a uniform method of integrating applications and a lack of visibility into material movements and inventory was a key driver for this project.

THE CHALLENGE

A lack of visibility into the data residing in back end systems meant that the business was heavily reliant on IT. This over-reliance led to delays in decision making and overwhelmed the IT function. IT needed a solution that would simplify the integration between their systems and the business needed to be able to "self-serve".

THE APPROACH

Cobwebb used Infor's ION middleware, a component of the Infor OS suite, to replace point-to-point integrations. Cloud based CRM and finance applications were integrated with multiple on-premise manufacturing (ERP), 3PL and Warranty Management Systems. The following connectors were utilised for this project:

- Rest API's exposed via ION API Gateway
- Web Service Connection
- Java Messaging Service
- sFTP

RESULTS

IT now has a simplified and resilient approach to the integration of business systems and the business has increased visibility into the inventory being held by their 3PL's. This has not only eased the pressure on IT, but it has also enabled the business to make quicker decisions and increase customer satisfaction.

