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Project Summary

With an objective of enhancing customers' healthcare outcome via the most effective and efficient means, resulting in great savings to the end user, Australia's largest pharmacy retailer with stores all over Australasia, trusted Ray Business Technologies' experience in delivering enterprise applications. The project "PIMS Ireland" was implemented for our retail client for business in Ireland to replace the existing Product and Vendor Master synchronization mechanism between cloud-based Product Information Management System (PIMS) and ERP system with a faster and streamlines ecosystem.

Executive Summary

As part of Product Information Management System (PIMS), client needed a robust centralized integration platform with capabilities of guaranteed message delivery, high volume data handling and secure communication to take care of critical data flow between cloud-based ERP system (Microsoft Dynamics 365 Finance & Operations) and MS database (Microsoft Azure SQL Server).

Ray Business Technologies' subject matter experts worked closely with stakeholders and understood the business needs of the application. RBT team designed the modules with high usability and to the satisfaction of the end users. This increased the business margins.

Challenges

- ❖ Our Retail Client maintains Products, Trade agreements and other related information in PIMS Database and Vendor Master records in Microsoft Dynamics 365 Finance & Operations (cloud-based ERP system).
- ❖ Highly critical Product Master data which includes Product Dimensions, Barcodes, Sales/Purchase Trade Agreements, Prepack, DimensionUOM, etc. needs to be available in Microsoft D365 Finance & Operation end system and Vendor Master data need to be available in PIMS thereby introducing multiple integration touch points.
- ❖ A reliable integration middleware which can take care of streamlined, secure and performance effective data transfer between mentioned end systems with zero data loss, bulk processing capability and robust error handling was the need of the hour.

Industry

Retail Business

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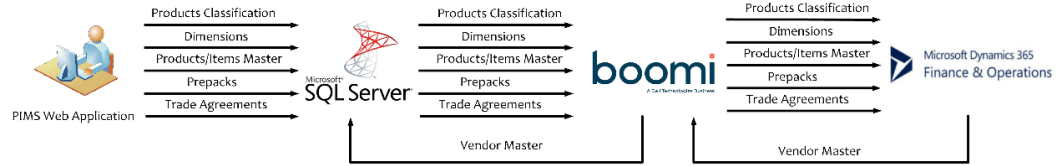
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Solution

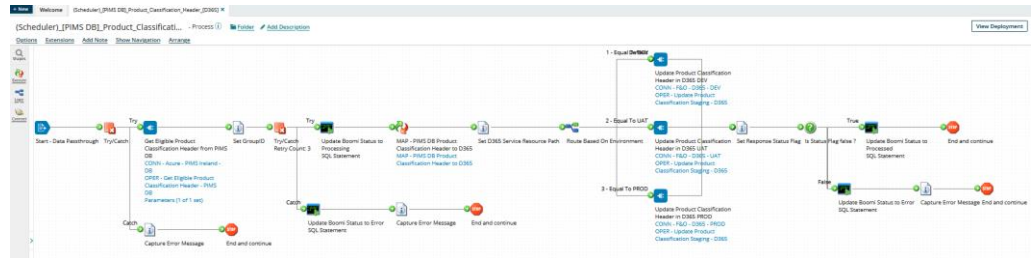
All critical integrations were successfully implemented by RBT using Dell Boomi middleware. Robust error handling has been implemented in Boomi to facilitate the ease of production support. Transaction security and guaranteed message delivery was ensured using Boomi solution.

Application WorkFlow:

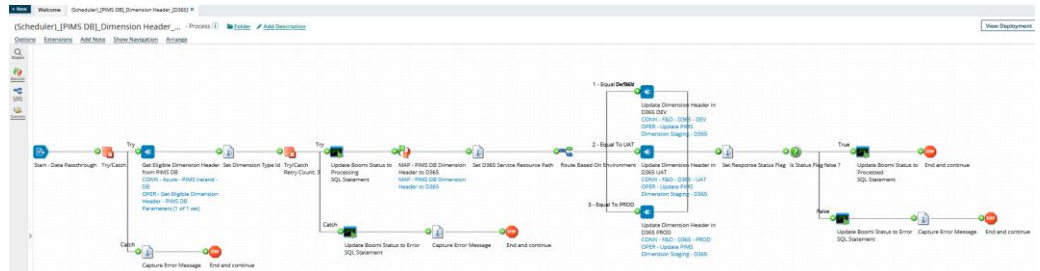


Inbound Integrations:

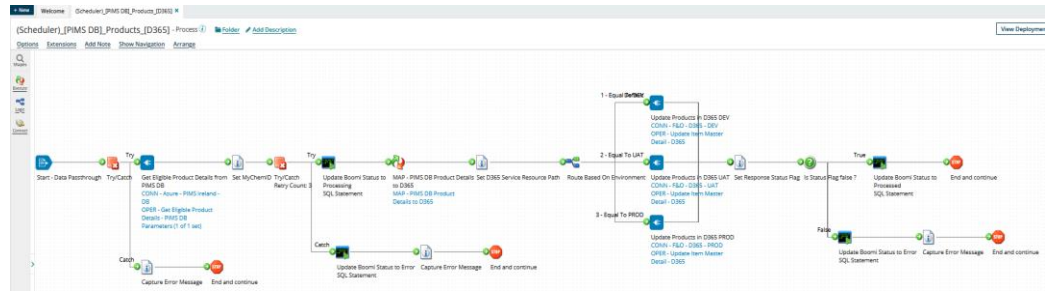
- ❖ **Product Classification Integration:** Product Classification details logged through PIMS web application were stored in MS Azure SQL Server database. Product Classification details stored in DB will be collected by Boomi as scheduled intervals. Boomi transformed these Product Classification details accordingly and sent it to MS Dynamics 365 Finance & Operations after applying business rules.



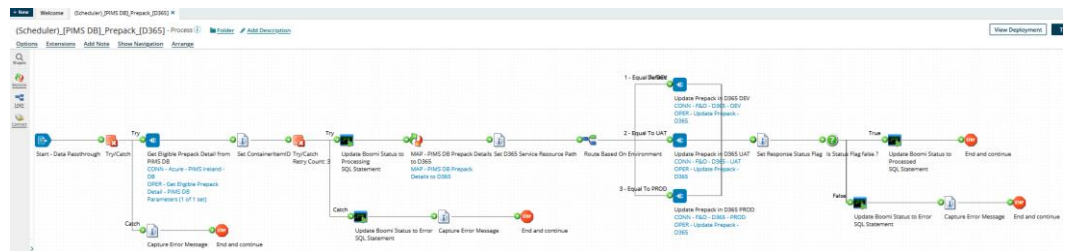
- ❖ **Product Dimension Integration:** Product Dimensions logged through PIMS web application were stored in MS Azure SQL Server database. Product Dimensions stored in DB was collected by Boomi at scheduled intervals. Boomi transformed these Product Dimensions accordingly and sent it to MS Dynamics 365 Finance & Operations after applying business rules.



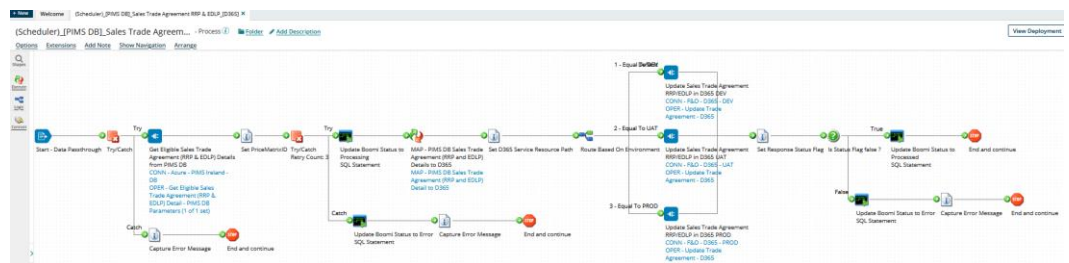
- ❖ **Product/Item Master Integration:** Product/Item Master details logged through PIMS web application were stored in MS Azure SQL Server database. Product Master details stored in DB was collected by Boomi at regular intervals. Boomi transformed these Product Master details accordingly and sent it to MS Dynamics 365 Finance & Operations after applying business rules.



- ❖ **Product Prepack Integration:** Product Prepacks logged through PIMS web application were stored in MS Azure SQL Server database. Product Prepacks stored in DB was collected by Boomi. Boomi transformed these Product Prepacks accordingly and sent it to MS Dynamics 365 Finance & Operations after applying business rules.

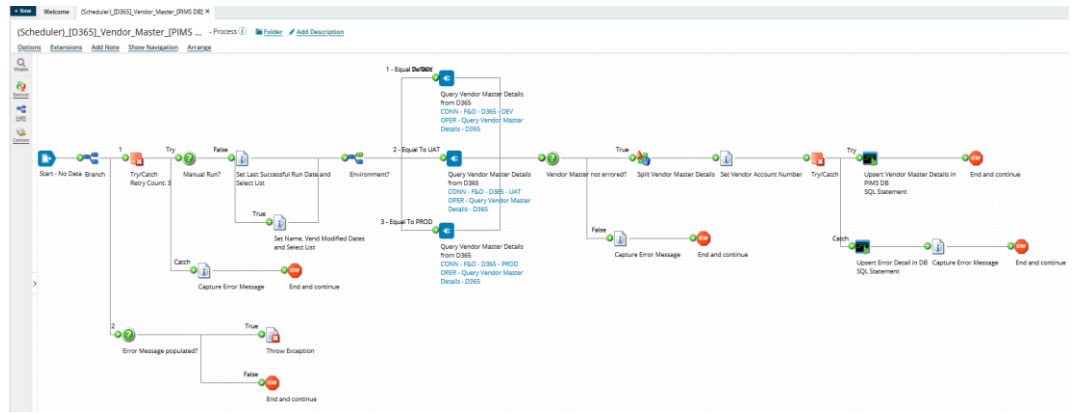


- ❖ **Trade Agreement Integration:** Sales/Purchase Trade Agreement details logged through PIMS web application were stored in MS Azure SQL Server database. Sales/Purchase Trade Agreement details stored in DB was collected by Boomi. transformed these Sales/Purchase Trade Agreement details accordingly and sent it to MS Dynamics 365 Finance & Operations after applying business rules.



Outbound Integration:

- ❖ **Vendor Master Integration:** Vendor Master detail available in MS Dynamics 365 Finance & Operations were collected by Boomi, transformed these Vendor Master details accordingly and sent it to Product Information Management System (PIMS) database after applying business rules.



Benefits / Business Case

- ❖ Dell Boomi became the primary communication channel between PIMS system and Microsoft Dynamics 365 Finance & Operations (cloud-based ERP) system thereby streamlining highly critical data transfer in a performance effective way.
- ❖ Bulk volumes of Product master and related data have been processed within record timings using Boomi.
- ❖ An Effective way of handling various APIs (which could wrong in many ways) was achieved without much effort.
- ❖ Provided seamless data monitoring capabilities thereby enabling the customer to track the orders without restricting the device choice (computer, mobile, tablet, etc.).