



## TOTALLY CHOCOLATE

chocolate gifts that leave a lasting impression

# Sweet Success in Real-time

### Solution Overview

#### Industry

Customized chocolates for business gifts

#### Scenario

Require real-time SOP integrations into Dynamics GP

#### Benefits

- SOP integrations run real-time
- Built without any code
- Time from order to warehouse cut to zero
- Allows for extra users on the system without adding unneeded GP licenses

### Solution Provider

#### eOne Integrated Business Solutions



eOne is a leading solution developer for Microsoft Dynamics. eOne are the developers of Microsoft Dynamics GP eXtender and SmartList Builder.

SmartConnect is the one stop integration tool for GP and provides:

- Integration from any ODBC data source, not just excel and csv.
- Full two way, real time Dynamics CRM integration
- Excel push into GP for data entry right into Excel
- Transaction generation, to automate all repetitive functions within Dynamics GP.
- The easiest to use, most flexible and fully extensible integration solution for Microsoft Dynamics GP and CRM

*Totally Chocolate is dedicated to designing and producing custom chocolate for corporate gifts and sales promotions. Producing over 1500 pounds of product per hour for orders spanning the globe, Totally Chocolate needed an integration solution to bring orders into Microsoft Dynamics GP from a .net customer integration application, and do it in real-time to ensure their orders are always accurate and shipped on-time.*

*SmartConnect was selected as the integration tool because of the ease with which the SmartConnect web service provided real time integration with the in house custom order taking systems.*

### Company

Totally Chocolate is one of the leading customizable chocolate companies around. Supporting and receiving orders on the company website from businesses around the globe, Totally Chocolate produces hundreds of SOP transactions per day.

### Solution – Real-time Integration with a custom application!

Totally Chocolate uses a business specific .net order capture system to capture the complexity of incoming orders. It is critical that the orders hit production quickly, and priority orders need to integrate instantly.

As .net developers, the Totally Chocolate developers did not have a deep understanding of Dynamics GP, and with SmartConnect they never needed to become GP gurus. With minimal training, they were able to map direct from the source data. The next step was to call the SmartConnect web service from the .net code, which completed the automated integration.

Writing back to the order system was an important part of the project. As orders are created in GP, the SOP Invoice number, pricing and inventory details had to push back. Using SmartConnect's flexible development environment, the updates were built through SmartConnect tasks. The tasks ran on successful integration to GP and kept both systems completely synchronized.

“SmartConnect and the eOne team provided exactly the solution we needed. Updating everything real-time without having to purchase extra GP licenses, or undergoing an expensive development effort,” explains Greg Posel, Controller.

SmartConnect allowed everything to run real-time to and from Dynamics GP, so Totally Chocolate could always be sure that their orders were accurate and on time. If there are any errors during the process an email is triggered indicating which invoice failed, and the errors can be reprocessed, without any effort at all.

