

CASE STUDY: RAPID ONBOARDING

Their previous iPaaS wasn't cutting it, so we leveled up their entire operation.

THE NEED

For nearly a decade, there has been an organization making waves across the entire world. With 44,000 campaigns funded, almost 400,000 members in their community, and nearly \$80M raised, it's safe to say that this company has made a difference for countless animals in need around the world.

Previously, this company was partnered with another integration platform. However, with this iPaaS provider, they were faced with a serious backlog of onboardings and deployments. When any issues arose, there could be a wait time of 48 hours or more to hear back from support, fractured communication, and a distinct lack of consistent support. Moreover, there were challenges with EDI transactions: specifically, the customization of the various fields in the transactions.

Between the onboarding and deployment wait times, this organization had spent a year haggling with a large provider only to onboard less than a third of their partners. Besides costing them a small fortune, this issue was also putting them further behind in their efforts to partner with animal rescues and non-profits, and further behind in their mission to save as many animals as possible.

*ANONYMOUS



FOUNDED

2014

HEADQUARTERS

Seal Beach, CA

REVENUE

\$7.5 M

COMPANY SIZE

42

INDUSTRY

Animal Rescue

SOLUTION

Migrating to CINTAP Cloud and implementing CINTAP NetSuite Bundle

Onboarding
60-70%
times faster

12x
FASTER
DEPLOYMENTS

CUSTOM
transaction fields

CINTAP NetSuite
Connector
CNC

THE SOLUTION

Within 4 months of migrating from their previous iPaaS to CINTAP Cloud, the client was able to ramp up its entire integration experience. With CINTAP, it's possible to onboard about 60-70% faster than our competitors. Thanks to standard mappings defined on CINTAP Cloud, roughly 90% of the integrations needed are already built and in place. This leaves 10% (or less) of necessary customization before a project is pushed into production. "Effortless onboarding" means keeping the process as simple and efficient as possible, while still highly flexible.

CINTAP also gives clients the option to craft bespoke transaction fields, and/or implement flexible integration bundles. Typically, NetSuite offers integration Bundles, but the parameters are fairly rigid. CINTAP has developed its own distinctive, pre-built transaction bundle. CINTAP NetSuite Connector (CNC) is installed directly on NetSuite, so customizing transaction fields as needed is speedy and straightforward. This is achieved with REST API integrations. Rather than taking months for a single partner, onboarding could be accomplished in less than a week. Additionally, CINTAP's response time for any integration issues or necessary deployments (such as any changes made to the API) is 4 hours: 12x faster than the client had previously experienced.

Since switching to CINTAP Cloud, this client has onboarded a third of their partners in just a few months (an accomplishment that had taken nearly a year with their previous provider), with the remaining partners set to be completed in the next 4-6 weeks. Half the project length, half the price: time and money better spent on saving animals in need!