

OUTCOME

Dealer Portal and SAP ERP Integration

Integrated a dealer self-service portal with SAP through a controlled API and API layer keeping SAP as the system of record. The solution enables secure access to inventory, pricing, orders, documents and warranty data. Delivered 40% faster order processing, 95% dealer adoption and 75% fewer inventory-related support calls.

INDUSTRY

Industrial Manufacturing

CUSTOMER

Global Manufacturing

LOCATION

North America

TECHNOLOGY

.NET dealer portal, SAP ERP APIs,

SOLUTION

Real-time inventory & pricing, Guided ordering, Role-based content & warranty workflows

DELIVERY PARTNER

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The Business Story

The Challenge

Dealers depended on emails, phone calls and disconnected systems for inventory, pricing, orders, documents and warranty processes. The portal needed deep integration with a complex SAP landscape while keeping commercial and technical information secure by dealer role.

The Solution

- Exposed SAP inventory and commercial data through a controlled API layer rather than direct portal-to-ERP coupling.
- Provided real-time multi-warehouse inventory lookup and guided order entry with validation.
- Centralised technical and marketing content behind permission-based access.
- Digitised warranty submission and tracking to replace manual workflows.

The Outcome

Self-service

Dealers can check inventory, pricing, orders, documents and warranty status without relying on support teams.

Guided transactions

Validation and commercial rules reduce avoidable errors before the order reaches SAP.

Controlled access

Role-based portal permissions plus the API boundary protect sensitive commercial and technical information

Prospect fit

A strong reference pattern for dealer, distributor, supplier or franchise networks that need self-service without exposing the ERP directly.

Business Impact

40%

Reduction order-processing time

95%

Adoption within six months

75%

Decrease inventory-related support calls

Technology Landscape

.NET

SAP API



CISIN is a leading global software development and custom IT solutions company founded in 2003 and headquartered in San Jose, California. The firm operates as a major technology partner serving a wide range of clients, from fast-growing unicorn startups to Fortune 500 enterprises.