



NetSuite® Quote Records Integration

NetSuite Solutions for a on Demand CRM Services Provider

Executive Summary

One of our clients, who is an ISV approached us with a tricky task which was to integrate Quote requests that originate from a third party website to be sent to NetSuite quote records database whenever a new quote request is added in the third part website. This case study attempts to detail out the successful implementation of the same by Mindfire.

About our Client

Client An ISV which specializes in CRM applications |

Location WI, USA | **Industry** on Demand CRM Services

Business Situation

Our client, a leading ISV in on-demand CRM customization and implantation, approached us with a proposal to setup integration between a third party website and the NetSuite Quote records database.

The key challenges include:

- The website in question was developed using Ruby on Rails and the client did not want any big changes to be done on that website
- The business logic and the application had to reside within our client's environment and not with the third party to enable ease of maintenance
- The Quote record could get into multiple accounts
- The solution should be dynamic enough to serve more than one website
- The previous point leads to the obvious fact that the end web sites could be developed in any platform/technology and we should be able to support the same.
- The continued functioning of the third party website was very critical and the changes are to be kept to a very minimum.
- The time taken to get/send the details from the Quote records page to our solutions should be negligible and end users of the site should not experience any delay in the Quote Submit process.

Technologies

Technologies used: ASP.NET 3.5, C# 3.5, Windows Services, Web Services, SOAP/XML, MySQL 5.1

Customer Benefits

The client benefited a great deal by this. We equipped them with one solution that could support/serve multiple third parties and the final clients were very happy for the fact that they did not do anything much in terms of infrastructure/coding Etc. This helped our client to increase their sales initiatives with onetime cost.

