

Trust, Knowledge, and Strong Solutions - Three Requirements for Schoolhouse's Partner Evaluation

Challenge:

Schoolhouse, a lighting and lifestyle goods manufacturer, needed a knowledgeable, responsive, and customer service-oriented partner that could help them better optimize their ERP system and integrate to other applications and business partners. In addition, they wanted to develop better business processes, create an enhanced customer purchasing experience, and support their continued growth with effective technology.

Solution:

By partnering with VistaVu Solutions, an SAP and Boomi partner with both industry knowledge and SAP Business ByDesign expertise, Schoolhouse has a trusted advisor that understands their business and consistently delivers value through helpful digital tools.

Result:

The Schoolhouse team is now running a highly efficient ecommerce platform with accurate order and fulfillment information which has improved their customer experience and reduced manual data entry for their customer support teams. By moving to an industry leading toolset, Schoolhouse is enabling cross-platform integration to build a scalable technology solution for the future.

As a privately held, vertically integrated manufacturer of lighting and home goods, Schoolhouse prides themselves on delivering unique, high quality, American-made products that can be passed on from generation to generation. Their mission is to design and manufacture a new generation of heirlooms that inspire people to create meaningful spaces for life and work.

With 100% of sales coming from their ecommerce platform, customer experience is critical. As Schoolhouse's business grew with more orders and customers, their company had to adopt technology solutions to be more efficient and accurate. Automating manual processes allowed greater sustainability and scalability, while improving communication between their employees and systems.

Since many of Schoolhouse's products are custom and made to order, defining accurate lead times from order-to-shipment is always a struggle.

SCHOOLHOUSE

Industry: Manufacturing & Retail

Size: 142 Employees

Products & Services: Lighting & Home Goods

Location: Portland, Oregon

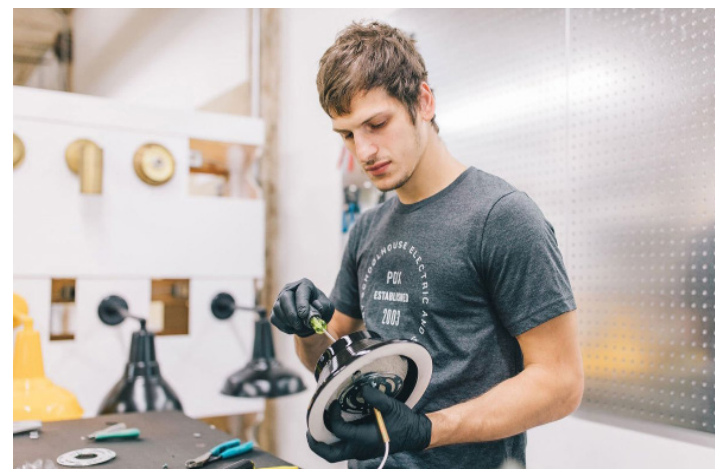
<https://www.schoolhouse.com/>

Schoolhouse needed to find a trusted advisor that understood their business challenges and could quickly execute on a proven technology strategy. "We wanted a reliable ERP and integration solution that was easy to maintain, cost-effective to customize, and expedient," said Mark Schue, Director of IT at Schoolhouse. "When we were evaluating different partners, VistaVu quickly stood out from the competition. Their team knew how our business worked and it wasn't a training exercise to educate them on what our vision was."

"If there was anything that the system couldn't do, the VistaVu team provided at least three options to help us solve the problem. They really understood our intricate processes and how to make everything work."

As an SAP Gold Partner and expert in Business ByDesign, VistaVu demonstrated client use cases and showed how finance teams at other client companies could get very granular information.

This knowledge and understanding encouraged Schoolhouse to sign up for VistaVu's Managed Application Services (MAS) support program to further streamline their support requirements, maintain a continuous and progressive learning strategy, and increase overall efficiency within their team. With MAS, Schoolhouse has started using ByDesign to manage their balance sheets, budget, and fixed assets with greater process automation. This has saved the company over 5 hours/week and has freed up time for their finance team to do other critical activities.



VistaVu knows Boomi and Understands Integrations

As their company continued to grow, Schoolhouse's IT team realized that they needed to replace the niche tool that they were using to better integrate their ecommerce platform to Shopify and SAP Business ByDesign. After researching options and determining areas of future expansion, such as electronic data interchange (EDI), they decided that Boomi was the right tool for their business. As a Boomi partner, VistaVu further validated the decision by delivering a prototype to demonstrate how the integration would work.



Using Boomi, Schoolhouse now has a scalable platform to integrate all their applications. It has allowed their team to enhance the data, get timely reporting, and easily add requirements that they could not have done in the past. The data is more frequent which allows their order and fulfillment process to be timelier and more accurate, which in turn has improved their overall customer experience.

Schoolhouse has been impressed at how smooth the Boomi project has been with VistaVu and the team's coordination through a very risky implementation.

"The day that we implemented we only had three out of 1000+ order transactions with unexpected issues, which is an incredible feat," said Schue. "Overall, it has been a very positive implementation experience and we are really happy with how VistaVu resolves all of our issues in a timely manner. The team has been clear on expectations and costs and has never missed a timeline. Communication is highly responsive, and I truly feel like VistaVu is part of our "one team" approach at Schoolhouse."

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Great Potential for Future Expansion

Using VistaVu to support their Boomi integration with SAP Business ByDesign and Shopify is just the beginning for Schoolhouse. They are excited to have a trusted platform that will provide them with a single source of truth to automatically populate bi-directional updates, while preventing manual spreadsheet imports and exports and inaccurate information.

Schoolhouse maintains a pragmatic technology strategy and prioritizes digital investments based on how they will support their marketing and customer-facing initiatives, such as using Artificial Intelligence in the future to present the right product to the right customers.

As a regular participant at VistaVu's customer councils and executive-to-executive sessions, Schoolhouse has exchanged some great ideas and learnings from similar vendors. "VistaVu's customer community and council sessions provide a great opportunity for us to learn how other companies are prioritizing their enhancements and leveraging EDI, which is a major area of expansion for us in the future," said Schue. "With EDI, we will save hours each week by fully automating everything from purchase orders, to invoicing, to shipment tracking, which will free up employees to perform other work and avoid human errors. VistaVu is doing a great job of leading us through our first EDI initiative!"

With its ongoing positive experience, Schoolhouse and VistaVu continue to build a deeper relationship, focused on increasing efficiencies & streamlining operations. "It's important that a solution partner understands our business and industry," said Schue. "A competent technical consultant who knows our business is much more valuable than a technical expert who has no idea how to apply their knowledge to our company. We're impressed with what we've seen with the VistaVu team."

Contact us

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