



# FileSync

CASE STUDY

**ENNUBE**  
— SOLUTIONS —

## COMPANY OVERVIEW

Kagome is Japan's largest supplier of tomato juice and tomato ketchup. The company started cultivating tomatoes and vegetables in Japan since 1899, but with the emerging forces of globalization, they soon expanded their business overseas. Kagome set up their headquarters in what they call "the capital of tomatoes in the world," Los Banos, California since 1989, which will become the company's first wholly owned subsidiary overseas.

Today, Kagome produces a colorful variety of fruits and vegetables, making sure that they deliver "great tasting foods that are true to nature." With time, Kagome has acquitted multinational suppliers allowing them to grow and expand their "relationships with domestic and overseas growers to prioritize mid-to-long-term partnerships." For this reason, their wide variety of business/client's accounts and extensive business processes incentives Kagome to rely on the most robust CRM in the world, Salesforce. However, they needed to be able to integrate their data between Kagome's existing system and Salesforce to provide better Enterprise resource planning (ERP) to sales executives. To do so, they opted for an external integration system, Informatica. However, the external integration system failed to provide them with efficient costs and results. For this reason, Kagome decided to look into other options, and we offered to help out by performing a customize a practical solution promptly. With our experienced and professional group of developers and consultants, we were able to efficiently FileSync the company's data into [Salesforce.com](https://www.salesforce.com), which would regain Kagome's trust in their Salesforce database.



# EXECUTIVE SUMMARY

## Client's Challenge

- To rely on Kagome's Salesforce Database
- Operating integration system was creating "gaps" in the data, as it was failing from being integrated
- Unable to trust Salesforce Database and lighting reports



## Ennube's Solution

### Reach Kagome's server by:

- Utilizing Kagome's existing technology stack to create an integration service that would replace Informatica
- Getting our nearshore .NET team to parse the data feed from .NET docs to map and load records in Salesforce.com
- We provided a FileSync process that was cost and time efficient, a one-time permanent fix for Kagome's integration issues



## Business Impact

- With FileSync, Kagome has regained trust in their Salesforce.com information and avoid running manual reports
- The company can now use platforms like Wave Analytics to have more in-depth report capabilities with accurate data



## KEY PROBLEMS (CLIENT CHALLENGE)

As a multinational producer and distributor, Kagome Inc main purpose is to deliver quality to their customers and community while preserving and relying on their database. For this last reason, Kagome intended to use Salesforce to store and administer their information. However, because Kagome saved their data outside the Salesforce platform as most businesses do, they needed a robust external integration system.

The company hired Informatica to take over this challenge. However, the external integration system was creating “gaps” in their data forming a lack of reliability on the company’s Salesforce database. The executive team had to run standard reports through their source ERP system, preventing them from taking advantage of Salesforce Lightning reporting.



## ENNUBE'S SOLUTION

Addressing Kagome's concern regarding their lack of trust in their Salesforce data was essential for the prosperity of their business, for what we engaged our experienced team of consultants and nearshore .NET team to come up with a strategic solution and cost-efficient solution. The company expected to run lighting reports of their business processes and rely on their information. For this reason, we wanted to flow Kagome external system's data directly into Salesforce.

Our nearshore .NET team reached Kagome's existing system's server to be able to deploy the FileSync. In other words, our team didn't need to rely on any external operating systems to come up with a solution. Kagome's existing technology stack to create an integration service to replace Informatica. They would create and send documents over to the external integration system's server. Second, they parse the data feed from .NET docs to map and load records into Salesforce.com. For what we had our Senior Developer from Ecuador write Apex code, essentially providing a listening script for Kagome's server. Working hand in hand with our consultant's team and our nearshore .NET team and despite all of our challenges, we were able to FileSync the data. In other words, we successfully flow the correct information into the system, allowing Kagome to rely on their Salesforce data. FileSync was a one-time permanent fix took two months of hard and constant work that is now being rewarded by seeing Kagome's executive team make about five clicks to look up the report or information of their preference and rely on it.

Reaching out to our nearshore .NET team not only provided us with a robust gamut of ideas and efficient solution, but it made it cost efficient for Kagome. Kagome was overpaying for their integration systems, but FileSync provided them with six figures savings. The executive team appreciated and valued our expertise in Data integration processes and were impressed that we managed to deploy a strategic and cost-efficient solution for their business.



## IMPACT ON CLIENT'S BUSINESS

Throughout three years, Kagome's integration costs and results were not as expected. Although when they trusted us with their data, we managed to provide them with a more than 6 figure savings. Through a custom solution, Ennube was able to cut Kagome's integration costs by about 25% of their original price or a quarter of a percent of their actual integration costs. Lastly, the most significant impact of FileSync Kagome's information was to see their executive team regain trust in their data. Before the data FileSync performed by our team, Kagome was inefficiently using their time by performing time-consuming manual reports despite having an integration system in place. Today, we are proud to say that Kagome trusts their data and that they can access it by making about five clicks in their Salesforce platform thanks to our FileSync data solution.

