

Innovia Consulting Automates Cloud Software Sales & Invoicing



Problems and Challenges

While Work 365 provided the functionality Innovia needed to manage their cloud software sales, the basic elements of provisioning cloud licenses is a separate system, with no integration to their accounting and sales solutions. Work 365 is built inside of CE which is a great marketing tool with global functionality. BC has an out-of-box integration to CE but it doesn't integrate to the accounting functionality in BC.

"We needed to connect Work 365 and CE to BC. We thought about writing the customization ourselves but realized that probably wasn't the most efficient approach," says Donovan Lane, Chairman at Innovia. "SmartConnect is a well-respected tool in the Microsoft space so we reached out to see what it could do for us."

Key Issues that Need to be Solved:

- Determining what/when records should be synced between CE and BC.
- Handling custom fields specific to the Innovia environment.
- How to automate as much of the integration process as possible.

“We looked at eOne’s customer service, documentation, issue tracking and support. The team at eOne knocks it out of the park. It’s a very well-run company. “

Donovan Lane, Chairman at Innovia

The Solution – SmartConnect

SmartConnect was able to meet all of Innovia’s requirements, resulting in a fully-configurable integration solution. To handle the differences in when data should be synced, different filters were setup in Smart Connect to control when data is picked up and which integrations process specific records. To ensure the integrations were automated, true real-time triggers were used to integrate data from CE to BC once all the criteria were met and schedules integrations were used for data originating in BC.



**See The Full Case Study
[Here.](#)**

More about Innovia Consulting:

**Ready to learn more about how
SmartConnect Can Solve Your Integration
Problem?**

[Watch this video](#) to see a demo in action, or
reach out to our team at
sales@eonesolutions.com.

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