

Success story: ERP platform integration with Shopify for Promed



Rootstack supported a medical supplies distribution company in integrating its business management platform with its e-Commerce on Shopify.

About Promed

Promed is a company in charge of distributing medical supplies and machines to medical centers and hospitals in Central America, mainly in countries such as Panama, Honduras, Nicaragua, and Costa Rica. It has physical stores but is also expanding its service through its e-Commerce.

Challenge

This company had an e-Commerce created in Shopify but needed it to be integrated with its ERP business management platform so that aspects related to invoicing, payments, and business inventory could be automatically updated. In this way, e-Commerce would be more efficient and the customer would have a more positive user experience.

Our Solution

Experienced developers at Rootstack created an application hosted on **Amazon Web Services (AWS)** that made it possible to integrate the ERP platform with Shopify. As a result, now the issue of invoicing and inventory was completely consistent: that is, the physical inventory was updated in e-Commerce, facilitating the workflow of the company team and at the same time, minimizing errors related to a lag inventory.

The application that we developed served to communicate these two systems, that of the ERP with that of Shopify, achieving that the entire flow of the physical store was replicated in e-Commerce in an automatic and timely manner.



What can Promed do with this solution? You can generate orders or orders, update the status of an order, it is also much easier to verify a

payment made in Shopify by means of a bank transfer, for example, since the platform connects at once with the ERP to make validation.



With this integration, all product information is also updated: all products that are in the catalog hosted in the ERP must also coexist in Shopify. Both systems must be a mirror so that the client can see a real inventory in e-Commerce. In fact, Rootstack also advised them on the configuration of Shopify, so that its operation was more fluid and optimal according to the characteristics of this company and service.



All the services that were developed were in Node, a technology in which we are experts. We decided to work with AWS because it is a flexible and scalable environment, which is adjusted according to the needs and demands of the company.

How did Promed work before this development? The

company's team manually updated the products in the e-Commerce made in Spotify, also manually creating the orders in the ERP generated from the website. There was no coordinated

and synchronized workflow between the physical store, ERP and e-Commerce, which led to errors in purchase orders and took a toll on customer satisfaction.



Rootstack supported Promed by creating the digital solution it needed to integrate its ERP system and its e-Commerce with Shopify, increasing the company's productivity and considerably improving the service they were providing to their customers.