



**InterConnect Wiring provided support for their buyers and suppliers via email; however, this wasn't a scalable solution and it was becoming too difficult to manage and relay information regarding purchase orders and fulfilment status.**

InterConnect needed a centralized and highly secure Customer Communities Portal from which to allow their buyers (internal) and suppliers (external) an easier and more manageable way to relay information regarding purchase orders and fulfilment status, and a reduction in email exchange, this included:

- Ability to view orders and fulfillment status in Salesforce where Buyers have the ability to place orders
- Integrate Salesforce with their ERP system, which holds a source of truth
- Ability to notify internal and external users when updates are made, or a response is needed
- Ability to view and update Purchase Orders and Purchase Order Line items in a compact and guided modal

**"The team at SMBHD did great work and could not have asked for better. They were very patient with a couple of logic issues that needed working out and came up with a solution we had not considered."**

**Marc Piloian, Vice President of Engineering**

Overall, the organization needed a single solution that could integrate to their existing ERP system and optimize their Purchase Order process and communication.

## **CUSTOMER**

InterConnect Wiring L.L.P.

[www.interconnect-wiring.com](http://www.interconnect-wiring.com)

Fort Worth, TX

## **COMPANY PROFILE**

Employees: 51-200

Industry: Manufacturing, Aviation & Aerospace

## **ABOUT**

InterConnect Wiring specializes in fast turnaround and developmental programs. Founded in 1993

InterConnect Wiring continues to be a world leader in supplying military aerospace electrical products. Over its history, InterConnect has supplied a wide variety of electrical products including electrical wiring harnesses, power distribution panels, and ground support equipment. Some of InterConnect's most noteworthy accomplishment include complete and partial rewiring of military aircraft.

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## **SOLUTION AT A GLANCE**

Salesforce Sales Cloud

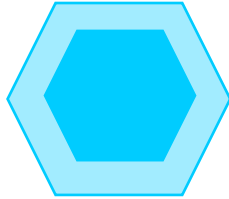
Salesforce Community Cloud

## **COMPONENTS**

Salesforce Platform

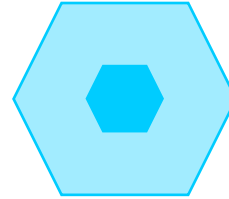
Syspro Integration

## InterConnect Wiring needed to provide a self-service platform by which to allow buyers and suppliers a way to relay critical information regarding purchase orders and fulfillment status.



115%

Increased Buyer and Supplier order and tracking visibility.



30%

Reduced time on order entry and tracking

In response to these challenges, Interconnect re-engaged with SMBHD to update and add additional features to their current Partner Portal and create a completely unique support experience with a Communities Supplier Portal.

Leveraging Salesforce's highly scalable Community Cloud, SMBHD implemented a custom user interface that provides suppliers and buyers the ability to track purchase orders and their updates.

### RESULTS

The project allowed InterConnect to provide buyers a vehicle to communicate with suppliers, thus reducing the number of email exchanges. It also gave buyer and suppliers the ability to leverage Salesforce to view and update purchase orders and have real-time purchase order and fulfillment status updates. Buyers gained the ability to communicate and follow-up with suppliers and track these communications withing Salesforce.

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