

## Case Studies

### **IntegrateIT Solution helps automate process.**

*IntegrateIT framework helps APC and DocuServe automate their ordering of APC Warranty Kits building their Customer loyalty.*

#### **Company**

American Power Conversion (NASDAQ:APCC) provides protection against many of the primary causes of data loss, hardware damage and downtime. Founded in 1981, APC is a leading provider of global, end-to-end AC and DC-based back-up power products and services, which include surge suppressors, uninterruptible power supplies (UPS), power conditioning equipment, power management software, and DC power systems as well as precision cooling equipment, and professional and consulting services for Nonstop Networking™.

Located in Marlborough, MA, DocuServe, Inc. was founded in 1994, and since has been successfully developing strategic partnerships with our clients to create comprehensive solutions to address today's light-speed business environment. For more than 10 years, we have helped our customers achieve improved efficiency, shortened lead-times and significant cost savings due to our Just In Time manufacturing philosophy.

#### **Product Description**

APC sells Warranty Kits for their Back-up products and uses DocuServe as their fulfillment partners to print and ship the Warranty Kits to their customers.

#### **Project Description**

APC and DocuServe were looking to automate the ordering process. The business flow requires APC to send information related to SKU to DocuServe. DocuServe used to manually create the registration key, serial number, convert it to bar code format, package it and send the Warranty Kits to APC Customers. The project involved automation of the whole process so that APC can place an order in an order entry system, registration key, serial number are passed back to APC by DocuServe.

#### **Our Solution**

IntegrateIT solution helped APC and DocuServe to automate the process using web services. When the order is placed, web services running in APC server picks the order generates the key and serial number and passes back to the web services at APC end which updates APC database real time. This enabled docuServe to generate the required information automatically so that the Warranty Kits are shipped to APC customers.