CUSTOMER SUCCESS

ERP-CRM INTEGRATION MODERNIZATION

Connecting ERP and CRM for Fire & Safety Equipment Operations

How MuleSoft modernized SAGE100-Salesforce synchronization for e-tying and fire rescue equipment manufacturer.



2
Core systems connected
SAGE100 + Salesforce

5
Data domains synchronized
Accounts, products, workflows, orders, invoices

CloudHub 2.0
Deployment model
Modern cloud runtime

Bi-Directional
ERP–CRM data flow
Uni-directional + bi-directional flows

Project Snapshot

Industry	Manufacturing / Fire & Safety Equipment
Region	USA / North America
Project Type	Integration Modernization
Business Functions	Sales, Operations, Warehouse, Order Management, Finance



Platforms Used: MuleSoft | cloudhub | salesforce | Sage 100

Brief Overview

A leading fire and safety equipment manufacturer needs a reliable way to synthesize critical business information between SAGE100 ERP and Salesforce CRM.

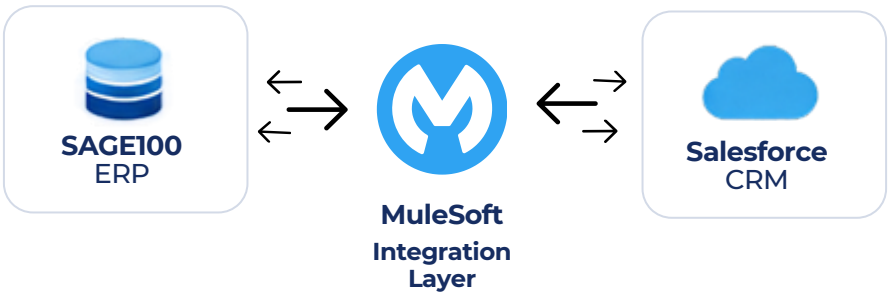
The company manufactures and sells specialized fire trucks, tankers, wildland units, quick-attack vehicles, light rescue vehicles, and freight equipment. As sales, Warehouse, order, and invoice data moved across systems, the organization needed better consistency, visibility, and automation.

Why It Needed to Change

- Duplicate or outdated customer information
- Delayed product, warehouse, and order updates
- Inconsistent ERP and CRM data
- Limited order-status visibility in Salesforce
- Manual effort to identify integration failures
- Higher dependency on system-specific troubleshooting

What ProwessSoft Implemented

MuleSoft as an centralized integration layer between SAGE100 and Salesforce.



- Data extraction
- Data transformation
- Data mapping
- Business logic
- API orchestration
- Error handling
- Failure notifications

From Manual ERP-CRM Updates to Automated Business Data Synchronization

	Before (Legacy/Manual)	After (MuleSoft Integration)
Connectivity	Point-to-point or manual data entry	API-led architecture with a centralized MuleSoft integration layer
Deployment	System-specific deployment	CloudHub 2.0 deployment
Triggering	Manual data movement	Scheduled automated synchronization
Error Handling	System-specific mapping	DataWeave-based transformation and mapping
Data Transformation	Manual failure identification	Centralized error handling with email notifications
Business Visibility	ERP-dependent information access	Improved ERP visibility within Salesforce

Integration Scope

Accounts
Customer and account information

Products
Product data synchronization

Warehouse
Warehouse data movement

Orders
Order synchronization and status updates

Invoice History
Invoice history visibility in Salesforce

Business Impact

- Automated synchronization between SAGE100 and Salesforce
- Reduced dependency on manual data movement
- Improved consistency of customer, product, warehouse, order, and invoice data
- Enabled Salesforce users to access relevant ERP information more easily
- Improved order and transaction visibility
- Accelerated issue identification through email failure notifications
- Established MuleSoft as a scalable middleware layer for future integrations

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Ready to Modernize ERP–CRM Integration?

Connect sales, operations, warehouse, and finance systems with scalable MuleSoft integrations that improve data accuracy and operational visibility.

Talk to an Expert →