CELIGO CASE STUDY

Small Business Retail Company

Introduction

This case study of a small business retail company is based on a December 2020 survey of Celigo customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> "It's automated many external integrations and it works well for our current needs. With the question on the previous page about would you buy Cegio again, given the big price increase for integrator.io this year then I don't think we would. We didn't evaluate other solution before choosing Celigo but we have since."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Celigo:

- The following were the challenge that made them initially look for an integration solution.
    - General need to automate for scale

Use Case

The key features and functionalities of Celigo that the surveyed company uses:

- When comparing Celigo to other vendors, they ranked how important the following were:
    - Ease of use: Important
    - Pre-built integrations: Important
    - Monitoring and error management: Important
    - Ability to scale: Important
    - Features/functionality of integrator.io (iPaaS) platform: Very Important
- They also explored the following before selecting Celigo:
    - None – only considered Celigo
- They are automating the following by using Celigo:
    - Order processing
    - Warehouse sync and 3rd party integrations with integrator.io
- In the next 6-12 months they are planning to automate the following using integration through any method:
    - Data warehouse/Analytics
    - Bank reconciliation

Results

The surveyed company achieved the following results with Celigo:

- Has done the following with Celigo in place:
    - Met their SLAs
    - Made business cases possible which we wouldn't attempt without iPaaS
- They estimate > $100k cost savings or revenue growth tied to the implementation of Celigo.
- Estimates it took 6 months to achieve value with Celigo.

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Small Business

Industry:
Retail