

FXR Factory Racing Inc.

Introduction

This case study of FXR FACTORY RACING INC. is based on a December 2020 survey of Celigo customers by TechValidate, a 3rd-party research service.

“If I had to make the choice again, I would select Celigo.”

“We’ve been using Celigo’s Cloud Extend for more than 5 years and Integrator IO in the past 3 years, they have proven to be valuable in terms of our integration needs. With Celigo, we were able to re-platform our consumer website, integrate with our B2B and EDI order processing, and automate other manual processes. We can’t imagine our day-to-day without Celigo.”

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
 - Too many manual processes
 - Slow order processing impacting customer experience
 - Growing partner/customer requirement for better integration

Company Profile

Company:
FXR FACTORY RACING INC.

Company Size:
Small Business

Industry:
Consumer Products

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: Very Important
 - Pre-built integrations: Important
 - Monitoring and error management: Somewhat Important
 - Ability to scale: Important
 - Features/functionality of integrator.io (iPaaS) platform: Important
- They also explored the following before selecting Celigo:
 - None – only considered Celigo
- They are automating the following by using Celigo:
 - Accounting/Billing/invoicing
 - Order processing
 - IT Management/DevOps
 - Data Warehouse/Reporting
- In the next 6-12 months they are planning to automate the following using integration through any method:
 - Data warehouse/Analytics
 - IT Management/DevOps
 - Corporate Performance Management

Results

The surveyed company achieved the following results with Celigo:

- Has done the following with Celigo in place:
 - Expand/grow without adding a ton of people
 - Moved resources to high-value areas
 - Reduced their operational costs through efficiency gains
 - Improved their customer experience
 - Met their SLAs
 - Improved their data quality
- They estimate > \$100k cost savings or revenue growth tied to the implementation of Celigo.
- Estimates it took 6 months to achieve value with Celigo.