

Benchmark Education Company

Introduction

This case study of Benchmark Education Company 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.”

“Early on Celigo accelerated our ability to develop sophisticated integrations with our Netsuite ERP. Even though the team has the ability to code directly in SuiteScript now there are projects where we select to use Celigo because it is quicker or easier to maintain than direct coding. ”

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.
 - Celigo is particularly good when the source and destination communication methods are different. i.e. Rest API and CSV. We chose Celigo when we had to integrate a 3PL who wanted to communicate with delimited files via FTP with Netsuite.

Company Profile

Company:
Benchmark Education Company

Company Size:
Medium Enterprise

Industry:
Media & Entertainment

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: Somewhat Important
 - Monitoring and error management: Very Important
 - Ability to scale: Important
 - Features/functionality of integrator.io (iPaaS) platform: Very Important
- They also explored the following before selecting Celigo:
 - Do it ourselves/hire a consultant
 - Boomi
- They are automating the following by using Celigo:
 - Order processing
 - Data Warehouse/Reporting
 - AP/Procurement
- In the next 6-12 months, they are planning to automate the following using integration through any method:
 - Data warehouse/Analytics
 - CPQ
 - IT Management/DevOps
 - Customer 360
 - Procure to Pay
 - Service Desk
 - We are an Educational Publisher, and Celigo has been instrumental in our ability to quickly adapt to business requirements developed to deal with issues due to Covid. i.e., early onboarding of subscriptions or enabling our product in “Virtual Schools” via Rest-API call to our subscription system based on trigger events as the Sales order is processed.

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
 - Reduced their operational costs through efficiency gains
 - Improved their customer experience
 - The Data Loader functionality helped greatly with our initial implementation, and continues to be helpful with new integrations, and Setting/Resetting attributes as we adapt to new Business requirements
- Estimates it took 3 months to achieve value with Celigo.