From Disconnected Systems to Seamless Sync

How Navsoft Helped The Cary Company
Eliminate Manual Sales Tracking & Order Delays

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The Client

The Cary Company, a 125-year-old leading Chicago-based distributor, specializes in containers, packaging, raw materials, specialty chemicals, spill control products, and filtration solutions. Having so many products also meant a lot of data scattered across systems. They needed something to piece it all together.

The Challenge

Despite its long-standing success, The Cary Company was grappling with growing pains in its digital landscape. Their Magento eCommerce store was disconnected from their backend NetSuite ERP system, creating significant operational hurdles:

Sales reps relied on spreadsheets, leading to delays and costly errors.

Order cancellations were high due to backend delays.

NetSuite lacked shipping integration, causing fulfilment delays.

Business planning suffered due to scattered, outdated data across systems.

Navsoft's Solution

Navsoft implemented a comprehensive integration solution to bridge the gap between The Cary Company's Magento store and NetSuite ERP. Here's what we integrated with NetSuite:

Magento

Impact

Real-Time Order Sync

ShipperHQ APIs

Impact

Streamlined Delivery | Reduced Order Fulfilment Time

Emarsys

Impact

Automated Push Notifications

Integrations with Magento

CyberSource Payment Gateway

Impact

Secure Order Processing | Reliable Payment Capture

We redesigned NetSuite sales order forms to better align with The Cary Company's business processes.

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Key Results

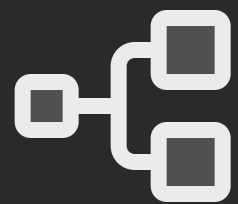The transformation led to significant improvements for The Cary Company:

Order fulfilment time reduced significantly

Boost in team productivity. No more manual data entry

End-to-end visibility across sales and operations

Smarter planning & forecasting with centralized, synced data

Let's Talk ERP – On Your Terms

Whether it's NetSuite, SAP, Salesforce, or a custom ERP — we'll help you find the right fit for your business.

Book your **free 30-minute** strategic assessment with our ERP experts

Schedule my consultation

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