



Valley Grinding & Manufacturing, Inc.

High Volumes of Epicor 10 Data Successfully SYNC'd Into Salesforce With Commercient

Commercient SYNC Integrates Epicor 10 and
Salesforce



Blade Sharpening
and Grinding



Holder and Chopper
Rebuilds



OEM Product Catalog



Valley Grinding & Manufacturing, Inc.

Company Profile

Valley Grinding & Manufacturing is a premium supplier and manufacturer of Industrial Blades and Knives, offering precision match grinding, sharpening and super-finishing services. Nationwide, we provide the highest quality, customized grinding, sharpening, manufacturing and on-site consulting for high-speed, precision industrial cutting performance.

LOCATION

Little Chute, Wisconsin

EMPLOYEES

30-40

INDUSTRY

Manufacturing

Customer Business Model
(B2B, B2C, or Both)

B2B

SOLUTION(S)

Commercient SYNC

ERP & CRM

Epicor 10 & Salesforce

GO LIVE DATE

January 2019

CHALLENGES	SOLUTIONS	RESULTS
<p>Move inside and outside sales at Valley Grinding & Manufacturing to a powerful, high-level CRM</p>	<p>Salesforce, the world's leading cloud-based CRM</p>	<p>The sales teams have a robust CRM, and can manage email, call logs, customer information, etc.</p>
<p>The sales teams needed to be able to access ERP data without logging in</p>	<p>Commercient SYNC, the #1 data platform for sales</p>	<p>They can access Epicor 10 data directly in Salesforce</p>
<p>The company needed certain information integrated from Salesforce to Epicor 10</p>	<p>Commercient's bi-directional SYNC</p>	<p>They avoid double-data entry with new and updated accounts created in CRM which are SYNC'd to ERP</p>

Notes & Results

- **Valley Grinding & Manufacturing is a leader in supplying and manufacturing industrial blades and knives.** In addition, they offer **precision match grinding, sharpening and super-finishing services.**
- The company wanted to move to **Salesforce, a more robust, powerful and cloud-based CRM, to manage emails, quotes, call logs, historical data, etc.** In addition, Salesforce Inbox and integration with Outlook are major features for the company.
- To help give the sales team a **full view of sales and marketing, and increase Salesforce adoption,** Valley Grinding & Manufacturing chose **Commerciant SYNC, the #1 data integration platform for sales, to integrate key data from Epicor 10 and Salesforce.**
- **“The data integration allows our sales team to be successful in Salesforce,”** observed TJ Utschig, President of Valley Grinding & Manufacturing.

Notes & Results

- Commerciant SYNC provides an expert integration for Valley Grinding & Manufacturing. **Inside and outside sales teams can access Epicor 10 data directly in Salesforce.** This includes **customer information, sales history, invoicing, multi ship to addresses, serial numbers invoiced, terms, salesperson names, and more.**
- To help give the company a 360-degree view of sales, **new and updated accounts, and soon, quotes created in Salesforce, are SYNC'd to Epicor 10.**
- **“We were afraid we couldn't sync Epicor 10 to Salesforce. We were skeptical, because it's a lot of data, but Commerciant SYNC worked very well,”** said TJ Utschig. **“We've been through two phases of SYNC, and we haven't had any issues, no crashing and no barriers. It's been good.”**

ABOUT COMMERCIENT



Commercient SYNC makes ERP and CRM data integration simple, quick, and efficient. Over the years we've helped companies of all sizes integrate their ERP data with their CRM system, helping businesses become more efficient.

Our SYNC integration has grown to over 65 systems, including Sage, QuickBooks, Acumatica, Epicor, SAP, SYSPRO and many others. With our ERP and CRM integrations, your data is synced to both systems in real time without the need for manual data entry, or the risk of human errors.

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