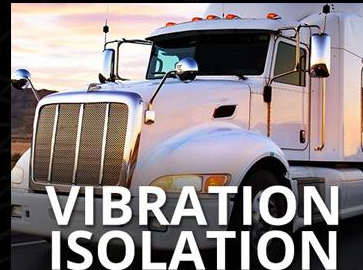
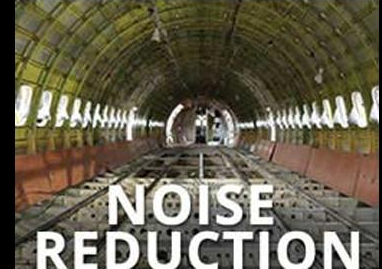




Polymer Technologies Inc
Engineering Sound Solutions®

SYNC and Salesforce Give Polymer Technologies Visibility of Their Sales Pipeline

Commercient Integrates Epicor 9 and
Salesforce Enterprise





Polymer Technologies Inc
Engineering Sound Solutions®



Founded in 1989, Polymer Technologies has been dedicated to providing superior engineering and world-class customer service for over two decades. Their custom composites and molded foams are ideally formulated for noise reduction and thermal energy management, and have consistently been the top choice of several of the world's most respected corporations.

LOCATION	<i>Newark, Delaware</i>
EMPLOYEES	<i>51 - 100</i>
INDUSTRY	<i>Manufacturing & Distribution</i>
ERP & CRM	<i>Epicor 9 & Salesforce Enterprise</i>
CUSTOMER BUSINESS MODEL (B2B, B2C, or Both)	<i>B2B</i>
SOLUTION(S)	<i>Commerciant SYNC</i>
GO LIVE DATE	<i>Summer 2020</i>

CHALLENGE	SOLUTIONS	RESULTS
<p>Polymer Technologies needed to replace a CRM, and streamline and modernize their sales processes</p>	<p>The Alias Group implemented Salesforce Enterprise, the world's leading CRM</p>	<p>They have a view of their sales pipeline, up-to-the-minute</p>
<p>The sales team and managers need access to Epicor 9 data, without logging into the ERP</p>	<p>Commercient SYNC, the #1 data integration platform for sales</p>	<p>They can view sales history, customer information, and more, directly and quickly in Salesforce</p>
<p>Continue to enhance Salesforce Enterprise and SYNC</p>	<p>The Alias Group and Commercient</p>	<p>The company will have a full view of sales, customers, and marketing</p>

NOTES

- **Polymer Technologies provides composites and molded foams, which are ideally formulated for noise reduction and thermal energy management.** For finance and operations, they utilize **Epicor 9**.
- They worked with **The Alias Group** to implement **Salesforce Enterprise**, the leading cloud-based CRM in the world, to help **modernize and streamline their sales processes**.
- “Salesforce has given the sales team at Polymer **visibility of their pipeline**,” said Kate Morgner, Director of Business Development at The Alias Group. “Plus **accountability from the sales manager**, and the **owner is able to see the pipeline live at anytime**.”
- To help give the sales team **access to Epicor 9 data directly in Salesforce**, they chose **Commerciant SYNC, the #1 data integration platform for sales**.

RESULTS

- The sales team at Polymer Technologies can access important Epicor 9 data, directly in Salesforce Enterprise, thanks to Commerciant SYNC. This includes **customer information, customer accounting record, open sales order header and detail lines, and much more.**
- “If they don't have the **sales data from Epicor 9 right in front of them in Salesforce, the Strategic Account Manager can't delegate the accounts very well** if he doesn't know if they're up or down,” explained Kate Morgner. “So it's really **valuable for the sales team to be able to see that updated data.**”
- Commerciant and The Alias Group will continue to optimize and enhance Salesforce Enterprise and SYNC, helping **Polymer Technologies to have a 360-degree view of sales, customers, and marketing.**

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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