

CASE STUDY



CONNECTING CRITICAL BUSINESS SYSTEMS:

How Arista Consulting Helped Service Wire Integrate QAD, Salesforce, and Key Business Applications

THE CHALLENGE

Service Wire is a multi-generation, family-owned wire and cable manufacturer that has been producing American-made products since 1968. Through its nationwide distributor network and advanced distribution capabilities, the company serves industrial, commercial, utility, and pump customers across North America and international markets.

As Service Wire's business systems evolved, the company needed to connect QAD with a range of applications supporting sales, HR, transportation, and product configuration. These integrations required reliable data exchange across platforms while accommodating distinct business processes and technical requirements. Service Wire also needed ongoing monitoring and support to help keep its integration environment operating effectively.

THE SOLUTION

Arista Consulting delivered and supported a portfolio of integrations connecting QAD with Salesforce and several other business-critical platforms. The Salesforce and QAD integration covered a broad range of data and processes, including sales orders, customers, exchange rates, items, pricing, inventory, sales order quotes, RMAs, customer ship-to information, invoices, and sales person data.

Beyond Salesforce, Arista Consulting supported employee onboarding integration between PayCom and KPA, connected Banyan and QAD for sales order and carrier-selection processes, and integrated Cable Builder with QAD for item parameters, image attachments, and item cost information. Arista Consulting also provided managed services to monitor integrations across the project portfolio and deliver ongoing integration support.

The engagement was supported by Arista Consulting's experience across QAD, Boomi middleware, and Salesforce. The team focused on understanding Service Wire's business requirements and translating them into practical integration solutions that could be delivered within project constraints. Arista maintained regular communication through weekly project-status meetings and used ad hoc sessions to address any urgent technical issues, while keeping Service Wire informed throughout planning and execution.

“Arista Consulting has been a strong partner in helping us connect QAD with Salesforce and other key business systems. Their team brings the right mix of technical expertise, communication, and hands-on support to our integration projects. They understand our requirements, keep us informed throughout delivery, and consistently work with us to resolve issues and keep projects on track.”

ENTERPRISE INTEGRATION

- Connected QAD and Salesforce across a wide range of sales, customer, product, pricing, inventory, and invoicing processes.
- Integrated Banyan and QAD to support sales orders and carrier selection.
- Connected Cable Builder and QAD for item data, image attachments, and cost information.
- Supported employee onboarding through PayCom and KPA integration.
- Established a broader integration environment spanning multiple systems and business functions.

MANAGED SERVICES AND SUPPORT

- Provided monitoring across the integration portfolio to support ongoing system connectivity.
- Delivered integration support beyond initial project implementation.
- Maintained weekly project-status meetings to keep stakeholders informed of progress.
- Conducted ad hoc meetings when urgent technical issues required timely attention.
- Combined QAD expertise with experienced Boomi middleware and Salesforce capabilities to support a diverse integration landscape.

RETURN ON INVESTMENT

By connecting QAD with Salesforce and other key business applications, Service Wire can reduce manual data entry, improve data consistency, and streamline handoffs across business functions.

Ongoing integration monitoring and support also help strengthen system reliability and speed issue resolution, allowing internal teams to spend less time managing disconnected processes and more time on higher-value work.