

DeSantis Collection achieves efficient order management with Magento - Sage 100 Integration from eBridge Connections

Transitioning to a Sage 100 ERP system in their warehouse, DeSantis Collection needed a scalable integration solution that would connect with their Magento storefront and provide an automated, error-free exchange of order information.

About DeSantis Collection

Founded in 1995, DeSantis Collection (<http://www.desantiscollection.com>) is a 100% menswear catalogue and eCommerce store that caters to the luxury fashion needs of the well-dressed gentleman. DeSantis Collection offers custom made dress shirts and trousers, as well as silk neck ties manufactured from Italy, Canada, China and the United States. Additionally, they offer various accessories, such as cufflinks, money clips, wallets and much more.



The mission of DeSantis Collection is to provide men with not only the latest high-quality fashions, but also timeless pieces for their wardrobe at reasonable prices.

The Need for eBridge Connections

DeSantis Collection recently underwent changes in regards to their warehousing. Their previous warehouse solution connected to their Magento eCommerce store via API. With the new warehouse employing Sage 100 as their ERP system, a similar API connection was not available. This spawned the need to find an integration solution that would connect the two systems seamlessly. "We didn't want to go from automated to having any manual input because we're trying to minimize errors," according to Heather Bowen, President of DeSantis Collection.

How eBridge Connections Helped

DeSantis Collection selected eBridge Connections because they were in search of solution from an experienced provider with a pre-built connection between Magento and Sage 100. Secondly, with minimal technical expertise in-house, the integration solution they were looking for needed to be user friendly and not require significant maintenance or manual intervention.

A pre-built eBridge Connections adapter for Sage 100 and connector for Magento were installed remotely by the eBridge Professional Services Group. Once installed, the integration solution was configured to automatically retrieve orders from the DeSantis Collection storefront and post them to Sage 100. In the other direction, the solution was designed to pick up shipment updates, including a tracking number, from Sage 100 and publish them to Magento.

“The solution has been working really well,” said Heather Bowen. We have a product mix where only some of our items are actually warehoused, and other items are drop shipped. On any order you could have a mixture of warehoused and drop shipped items. Only the items that actually get shipped from the warehouse are being updated in Magento as shipped. This works really well and I have been very impressed with the solution.”

Integration Touch Points

- Orders from Magento Community to Sage 100 ERP
- Shipment Updates from Sage 100 ERP to Magento Community

What would you say to other businesses considering eBridge Connections?

“I would definitely recommend eBridge Connections. I was impressed from the beginning of the process. Everyone was very professional, personable and easy to work with. Response to inquiries was very quick and communication was excellent,” said Heather Bowen. “Having little technical knowledge, the eBridge Professional Services Group was able to communicate to me in a way I could understand and with our tech people in a way they could understand. eBridge did a phenomenal job, I was very pleased.”