



Fastest ramp-up ever



Fastest ramp-up: how 8x8 and Westcon revolutionised vendor onboarding

The challenge

Onboard and go live ASAP

Westcon signed a contract with 8x8, supported by Daniel Jones and the Westcon legal team. The legal process takes time, so onboarding the vendor onto our systems as quickly as possible was a challenge.

There was also a technical problem: the formatting of the vendor SKUs didn't match our ERP. Diego Ranea and his team had to innovate to solve the challenge, using weekly meetings with Paul Brisson and Reda Boubakri from the BlueSky team to better understand and define the requirements to bridge ERP.

To add to the pressure, Westcon VP Networking and Collaboration, Marianne Nickenig, laid down a challenge: go live in five days and be ready to accept orders - no matter what.

The solution

BlueSky configurator saves the day

Fortunately, BlueSky is built and optimised as the front end for all intangible business, complete with recurring billing. Reda Boubakri, supported by Martina Pfister, mapped, configured and designed the front end in a matter of hours.

This process can take three months or more due to vendor rules. But because of the new BlueSky configurator tool, 8x8 products can now be made available in days. This even allowed us to deploy without a technical coding cycle.

The result

Ramped-up in record time

We set up the product catalogue, functionality test validation and pushed to production in record time, as soon as Diego Ranea and team provided the SKUs classification.

Right on schedule, 8x8 went live and ready to accept orders on BlueSky after only five days.

From initial call with the vendor to going live on BlueSky, the project took just 3.5 months - the quickest ever onboarding of a new vendor on BlueSky. When a great team works together and focuses on getting results, we do!

#GreatTeamGreatImpact #onboardedin3.5months



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