

CriticalRiver Streamlines Financial Data Management for a Leading US Food Delivery Platform with MuleSoft



The Customer

A leading US food delivery platform serving millions of consumers and a fast-growing network of merchants and vendors. As order volume and vendor partnerships scaled, the company needed an integrated, automated financial data layer that could keep Snowflake, NetSuite, Google Drive, and Slack in sync without manual intervention.

The Challenge

As the platform scaled, several operational bottlenecks emerged in financial data management:

- Frequent duplication of journal entries in NetSuite causing financial discrepancies
- Manual creation of DRI reports, slow and prone to error
- Delayed issue resolution due to fragmented system communication
- Integration gaps across vendor journal entries
- Operational inefficiencies from manual updates of credit and debit amounts
- Scalability strain from continuous onboarding of new vendors

The Solution

The company partnered with CriticalRiver to build a MuleSoft-led integration layer across Snowflake, NetSuite, Google Drive, and Slack. The solution:

- Automated journal entry management with validation to prevent duplicates
- Auto-generated DRI reports directly into Snowflake
- Enabled bi-directional, real-time API integrations across all four systems
- Automated case creation and updates across platforms
- Streamlined data flow between NetSuite and Snowflake
- Strengthened communication through Slack integration

The Results

- Eliminated manual data entry and reduced human error
- Enabled real-time synchronization across vendors and internal systems
- Improved visibility and timeliness of DRI reports
- Strengthened client communication through Slack-integrated workflows
- Built a scalable foundation for future integrations and growth

The Conclusion

Through CriticalRiver's MuleSoft integration, this leading US food delivery platform transformed fragmented, manual financial workflows into a streamlined, automated ecosystem. Real-time data flows and automated case handling have improved accuracy, system responsiveness, and client communication, positioning the company for scalable, transparent operations across its growing vendor network.

Impact Delivered

- Zero duplicate journal entries across NetSuite
- Real-time bi-directional sync across four systems
- Fully automated DRI report generation

Solution Components

MuleSoft, Snowflake, NetSuite, Google Drive, Slack, Bi-Directional API Integrations, Automated Case Management