

# CriticalRiver Delivers Salesforce-to-Oracle ERP Integration for a Global Cybersecurity Leader with Boomi



## The Customer

A global cybersecurity company specializing in device visibility and control across IT, OT, and IoT environments. As part of a broader ERP modernization, the company needed to migrate critical business processes from Oracle NetSuite to Oracle ERP, while maintaining seamless integration with Salesforce and other enterprise systems.

## The Challenge

As the company undertook its ERP migration, several integration challenges emerged:

- Migrating critical business processes from NetSuite to Oracle ERP with zero data loss
- Designing robust real-time synchronization between Salesforce and Oracle ERP
- Managing cross-functional dependencies and data accuracy across systems
- Continuous tracking of effort and deliverables under a dynamic T&M model

## The Solution

The company partnered with CriticalRiver to build a Boomi-led integration framework across Salesforce, Oracle ERP, and enterprise systems. The solution:

- Automated customer create and update flows between Salesforce and Oracle ERP
- Enabled product create and update integrations to support lifecycle management
- Automated quote-to-order conversion from Salesforce to Oracle ERP
- Integrated asset and entitlement management for post-sale support
- Connected Oracle ERP with external enterprise systems via the EMS interface

## The Results

- Accelerated customer and product onboarding through automated integrations
- Streamlined sales cycle with end-to-end quote-to-order automation
- Improved post-sales support through asset and entitlement tracking
- Strengthened compliance and security oversight via EMS integration
- Enabled seamless cross-system data flow with bi-directional sync

## Impact Delivered

- Zero data loss across NetSuite-to-Oracle ERP migration
- Bi-directional sync between Salesforce and Oracle ERP
- Automated quote-to-order workflows

## Solution Components

Boomi Integration Platform, Salesforce CRM, Oracle ERP, Oracle NetSuite (legacy), EMS Interface, API-Led Integrations

## The Conclusion

Through CriticalRiver's Boomi implementation, this global cybersecurity leader successfully migrated critical business processes from NetSuite to Oracle ERP while maintaining seamless integration with Salesforce and enterprise systems. Automated workflows and accurate cross-system synchronization have lifted operational efficiency, reduced manual effort, and positioned the company with a scalable integration framework for continued growth.