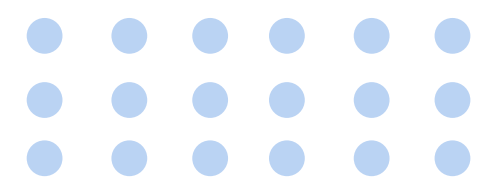




Seamless Migration to Cleo

with Offshore Expertise



The Challenge

The client, a **leading coffee distribution company in the United States**, was in the midst of modernizing its integration landscape. They planned to **migrate from EzyConnect to Cleo**, aiming for better scalability, automation, and reliability in managing their supply chain and partner communications.

However, the company faced a significant roadblock

- **Limited Cleo expertise** with in-house and IT outsourced partners to handle the migration and ongoing support.
- **Rising costs** of hiring Cleo specialists locally in the U.S.
- **The need for support coverage** during critical early U.S. business hours, when most supply chain activities—order processing, shipments, and partner coordination —took place.

Without skilled support at a reasonable cost, the migration risked delays, higher operational expenses, and potential business disruption.

The Solution

Globus Systems stepped in as a trusted Cleo-certified partner to address these challenges. We designed a support model that combined senior Cleo-trained offshore experts with targeted business-hour coverage to maximize efficiency and minimize cost.

Key aspects of the solution included:



Deployment of senior Cleo consultants offshore to ensure high-level expertise without the premium cost of onsite resources.



Alignment of support hours to cover the early U.S. business window, ensuring smooth handling of time-sensitive transactions and operations.



Structured support processes leveraging Globus' Cleo implementation and support framework for migration, monitoring, and ongoing issue resolution.

The Implementation

The migration and support engagement was executed in a phased manner:

Phase 1 Assessment & Migration Strategy

- Evaluated existing EzyConnect environment and mapped dependencies.
- Designed a tailored migration plan to Cleo with minimal disruption to business operations.

Phase 2 Offshore Expert Deployment

- Engaged Globus senior Cleo-trained consultants from offshore locations.
- Established workflows for seamless handoff between client teams and offshore experts.
- Ensured proactive support coverage during early U.S. hours for business continuity.

Phase 3 Globus Implementation & Support Process

- Leveraged Globus' proven implementation and support methodology for integration testing, monitoring, and post-migration stabilization.
- Provided ongoing support services to ensure system optimization and resilience.

The Outcome

The Globus Systems approach delivered immediate and measurable business impact:



>50% cost savings
compared to onsite Cleo support resources.

Successful migration from EzyConnect to Cleo with no major disruptions to supply chain operations.



Round-the-clock access to Cleo-certified expertise, ensuring system stability and reliable partner transactions.

Improved operational efficiency and scalable support model for future growth.



Conclusion

By combining offshore Cleo-certified expertise with cost-efficient coverage tailored to the client's business hours, Globus Systems enabled a smooth migration from EzyConnect to Cleo and ensured reliable ongoing support.

This engagement highlights how Globus Systems helps global enterprises achieve cost savings, integration reliability, and operational scalability—all while ensuring business-critical supply chain processes run seamlessly.