**TriLumen Systems**

CASE STUDY

Large National Retailer · ERP, WMS & Delivery Migration

# When Two Systems Stopped Agreeing With Each Other

## THE CHALLENGE

A large national retailer migrating off legacy systems onto NetSuite, alongside a new warehouse management system and a last-mile delivery platform, all at once. The biggest issue wasn't any single system, it was the lag between them. An action in the warehouse system needed to reflect in NetSuite, and vice versa, and the volume of real-time data flowing between the two proved heavier than either system could sustain at launch.

## OUR APPROACH

We stepped back to hourly reconciliation while we solved it properly, a combination of scaling system capacity and reducing the volume of data moving through each sync. That workaround ran for two weeks. We didn't move back to real-time until we were completely certain the fix would hold.

That lag touched inventory accuracy, delivery scheduling, and the selling cycle while it was live. We'd recommended shifting go-live to a slower period to protect the customer experience during the transition. Leadership held the original date. We managed the impact as carefully as we could, but there were real failed deliveries and real customers affected during that window. We don't pretend otherwise.

What we controlled was the response. We stood up twice-daily calls, sales, customer care, and operations, open to any leadership who wanted in, and built daily microlearning modules for every leader involved, started before go-live and continued through the full resolution.

## THE RESULT

**A fully resolved real-time sync within two weeks, an organization that stayed informed and trained throughout, and a hard lesson in what happens when a go-live date gets prioritized over a system's real capacity.**

> *"Migrating our warehouse management and NetSuite systems simultaneously was a heavy lift, and our data sync was lagging right out of the gate. TriLumen didn't duck for cover when things got bumpy. They stepped in with a practical fix, kept leadership completely in the loop with daily check-ins, and got our real-time sync locked down solid within two weeks."*
>
> CHIEF OPERATING OFFICER, NATIONAL RETAILER

**Have a Problem That Looks Like This?**

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