

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 was the lag between systems, the volume of real-time data flowing between them proved heavier than either could sustain at launch.

OUR APPROACH

We stepped back to hourly reconciliation while solving it properly, scaling system capacity and reducing sync data volume. That workaround ran for two weeks. We recommended shifting go-live to a slower period to protect the customer experience; leadership held the original date. There were real failed deliveries and real customers affected during that window. We don't pretend otherwise.

What we controlled was the response: twice-daily calls across sales, customer care, and operations, open to any leadership, plus daily microlearning modules for every leader involved, started before go-live and continued through 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 is prioritized over real system capacity.