# Integrating ERP and ECommerce Platforms What PMs Need to Know Related Reads and Resources

## ✅ ERP & E-Commerce Integration Project Manager Checklist

Here’s a **Checklist for Project Managers** leading an **ERP and E-Commerce Integration** project. This can be used as a pre-launch readiness guide or during planning and execution phases.

**🔍 Discovery & Planning**

* Define project scope, business goals, and success criteria
* Identify and engage key stakeholders (IT, Finance, Ops, Sales, CX)
* Choose integration method: pre-built connector, middleware, or custom API
* Conduct a data mapping workshop to align on structure and ownership
* Define “source of truth” systems for all major data sets
* Build a system architecture diagram

**📋 Data & Workflow Mapping**

* Identify required data sync touchpoints:
	+ Products (SKUs, pricing, attributes, inventory)
	+ Orders (status, shipping, tracking, returns)
	+ Customers (B2C/B2B profiles, segments, preferences)
	+ Payments, taxes, and financial data
* Document field-level mappings and transformation logic
* Determine sync frequency (real-time, hourly, nightly) for each dataset

**🔧 Configuration & Development**

* Set up dev/test environments for ERP and e-commerce platforms
* Configure APIs, middleware tools, or connectors
* Implement error handling, retry logic, and exception logging
* Set up alerts for sync failures and performance issues
* Configure user roles and permissions for both systems

**🧪 Testing**

* Conduct unit testing on all API endpoints and integration flows
* Run full end-to-end transaction tests (e.g., order-to-cash cycle)
* Validate tax calculations, shipping rules, inventory updates
* Simulate sync failures and validate fallback/alert mechanisms
* Complete User Acceptance Testing (UAT) with all departments

**📦 Deployment & Go-Live**

* Create and communicate detailed cutover plan
* Finalize data migration and validate data accuracy
* Enable full production sync between ERP and e-commerce
* Monitor system logs and alerts closely during first 72 hours
* Establish rapid response protocol for integration errors

**🔁 Post-Go-Live**

* Review KPIs: order sync time, error rate, inventory accuracy, fulfillment time
* Capture lessons learned and improvement opportunities
* Provide training and documentation to business users
* Schedule regular sync audits and system health checks

Here’s a curated list of **related reads** and **additional resources** to support the blog *“Integrating ERP and E-Commerce Platforms: What PMs Need to Know”* and its accompanying checklist.

## 📚 Related Reads

**1. “Digital Supply Networks” by Deloitte Insights**

Explores how ERP and e-commerce integrations are key to creating agile, responsive supply networks.
🔗 [Read here](https://www2.deloitte.com/us/en/insights/focus/industry-4-0/digital-supply-networks.html)

**2. “How to Integrate Shopify with NetSuite: A Step-by-Step Guide” – Celigo Blog**

A practical breakdown of how one of the most popular ERP-e-commerce integrations is executed.
🔗 [Read here](https://www.celigo.com/blog/how-to-integrate-shopify-with-netsuite/)

**3. “The Ultimate Guide to ERP Integration” – Boomi**

Covers architecture, integration patterns, and common use cases for modern ERP integration projects.
🔗 [Read here](https://boomi.com/solutions/erp-integration/)

**4. “eCommerce ERP Integration: Challenges and Best Practices” – Folio3**

Detailed look at project pitfalls and how to overcome them during implementation.
🔗 [Read here](https://www.folio3.com/blog/ecommerce-erp-integration/)

**5. “Project Management for ERP Implementation” by Ray Atkinson**

A well-structured overview of project phases and PM challenges in ERP deployments.
🔗 [Amazon link](https://www.amazon.com/Project-Management-ERP-Implementation-Guide/dp/1494244367)

## 🛠️ Additional Tools & Platforms

* [**Celigo**](https://www.celigo.com/) – Popular for pre-built ERP/e-commerce connectors, especially for NetSuite + Shopify.
* [**Boomi**](https://boomi.com/) – Middleware platform with low-code data integration tools for ERP, CRM, and e-commerce platforms.
* [**MuleSoft**](https://www.mulesoft.com/) – Ideal for enterprises needing scalable, API-first integration between ERP and e-commerce platforms.
* [**Zapier**](https://zapier.com/) – Great for lightweight, no-code integrations for SMBs using tools like WooCommerce, QuickBooks, etc.
* [**Shopify Plus Partner Directory**](https://www.shopify.com/plus/partners) – Use this to find vetted ERP integration partners with industry-specific expertise.
* [**NetSuite Integration Hub**](https://www.netsuite.com/portal/products/platform/integration.shtml) – Official resource from Oracle NetSuite for developers and PMs planning integrations.

## 🎓 Courses & Certifications

* **LinkedIn Learning – “Business Process Integration with ERP”**
Great foundation for understanding cross-system workflows and business impact.
🔗 [Watch course](https://www.linkedin.com/learning/learning-business-process-integration)
* **Coursera – “Digital Transformation in Operations” (University of Illinois)**
Discusses the strategic value of ERP integration in operational excellence.
🔗 [Enroll here](https://www.coursera.org/learn/illinois-digital-transformation-operations)
* **Udemy – “NetSuite ERP: A Complete Guide”**
Ideal for PMs managing NetSuite as part of their e-commerce integration projects.
🔗 [View course](https://www.udemy.com/course/netsuite-erp-a-complete-guide/)

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