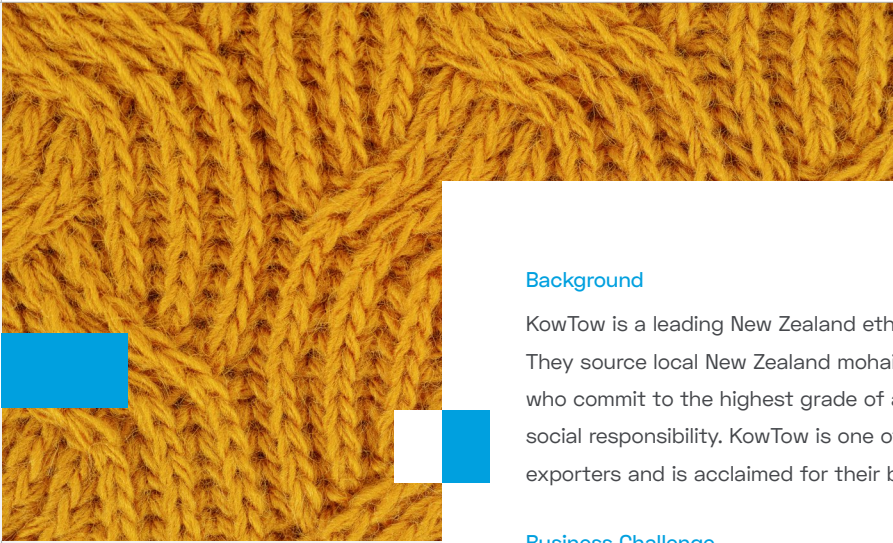


Customer Success Story

Kowtow



Background

KowTow is a leading New Zealand ethical fashion label founded in 2006. They source local New Zealand mohair, alpaca fleece and wool from farmers who commit to the highest grade of animal welfare, environmental care and social responsibility. KowTow is one of New Zealand’s fastest growing fashion exporters and is acclaimed for their business success.

Business Challenge

KowTow’s technology had struggled to keep pace with their rapid business growth and in 2020 KowTow was operating with multiple disparate systems requiring manual processes to flow data from one system to another. With Cin7 for inventory and order management, Shopify for online e-commerce, Joor for online virtual showroom and Xero for accounting and financials, KowTow order processing staff were using Google Sheets and manual process steps to flow an order from receipt to fulfilment.

Outcome

Adapt IQ worked with KowTow to map end-to-end processes across a Salesforce Sales Cloud core system integrated into Cin7 and Xero for seamless, digital workflow through and across all three systems. The Salesforce implementation allowed the order fulfilment personnel to work within Salesforce to drive all elements of the order fulfilment workflow, and to obtain much richer data and analytics from connected up data from all three systems

Implemented Products

- Sales Cloud
- Cin7 Connector
- Xero Connector



It’s been an experience and pleasure working with Adapt IQ NZ! Adapt IQ consultants looked at the business pain points and created a simplified design, roadmap with guided implementation. The team at Adapt IQ have supported us throughout this process by configuring Salesforce to our needs and expectations in an accelerated timeframe. We are getting very proactive and ongoing support from Adapt IQ NZ consultants as needed.

We are a delighted Customer and strongly recommend Adapt IQ for any small to medium sized businesses.

Sarah Taylor - Head of Sales



CSAT
5/5