SCALABLE, SECURE, AND INTEGRATED E-COMMERCE DEVELOPMENT

CLIENT OVERVIEW

Mister Landscaper is a U.S.-based manufacturer of high-quality drip and micro-spray irrigation systems, with a legacy of domestic production and a loyal customer base. As their retail distribution model evolved, Mister Landscaper prioritized preserving American manufacturing while scaling their e-commerce capabilities.

Since 2008, Mister Landscaper has partnered with the development team now operating under **Pepper Punch®**, the custom software and systems integration subsidiary of Torch Designs.

CHALLENGE

Mister Landscaper's original e-commerce system operated in isolation from its Microsoft Dynamics Great Plains (GP) ERP platform, with no automation between order processing, fulfillment, or third-party marketplace sales. The team faced challenges including:

- Manual order entry and tracking processes
- No integration between e-commerce, ERP, and external marketplaces like Amazon
- Limited ability to scale or respond to growing DTC (direct-to-consumer) demand
- The need for secure, reliable ERP connectivity over the internet

PEPPER PUNCH SOLUTIONS

☑ **ERP Integration with Microsoft Dynamics GP**

Pepper Punch led the end-to-end integration between NopCommerce and Dynamics GP by:

- **Standing up Dynamics GP Web Services**
  Configured and secured Microsoft's legacy ERP web services for modern internet-based use.

- **Layered Security Protocols**
  Developed a robust security model using IP restrictions, SSL certificate authentication, and obfuscated domain resolution to ensure secure communication over public networks.

- **Custom NopCommerce Plugin**
  Engineered a bespoke plugin and performed core code modifications to enable seamless, real-time data sync between the e-commerce platform and ERP system.

- **Support Through Platform Upgrades**
  Maintained the integration across three major NopCommerce version upgrades.

✅ Fulfillment Automation with SalesPad and StarShip

Before automation, fulfillment required manually copying orders and shipping details—leading to delays and frequent errors.

Pepper Punch implemented:

- **SalesPad Integration** to manage and route order data efficiently into GP
- **Automated Packing Slips and Shipping Triggers**
- **StarShip Integration** to generate shipping labels and automatically notify customers with tracking numbers
- A system that significantly improved accuracy, reduced fulfillment time, and eliminated manual touchpoints

✅ Amazon Marketplace Integration via EDI

To handle growing sales volume on Amazon, Pepper Punch:

- **Implemented EDI (Electronic Data Interchange)** to connect Amazon's order system directly to GP
- Enabled **automated order ingestion**, fulfillment updates, and invoice transmission
- Reduced Amazon-related labor overhead while improving accuracy and turnaround time for marketplace sales

✅ Scalable, Secure Architecture

- 10+ years of secure integration uptime with no breaches
- Modular architecture enables continuous improvements and rapid feature additions
- Designed for maintainability to support seasonal traffic spikes and long-term growth

RESULTS (TECHNICAL IMPACT)

- **ERP, E-Commerce, and Amazon Now Fully Integrated**
  Orders from all channels flow into GP automatically, enabling centralized inventory and fulfillment.

- **Secure Internet-Based ERP Connectivity**
  A layered security model ensures protected communication without the need for VPNs or onsite-only access.

- **Efficiency and Accuracy Gains**
  Automation eliminated manual errors and dramatically cut processing time.

- **Marketplace Readiness**
  EDI integration with Amazon supports growth through third-party channels with minimal operational effort.

CLIENT FEEDBACK

"Kevin and his company are top notch. They have handled our website for years now and have always been super responsive... Can't say enough good things about Kevin and his team!"
— Sam Thayer, Founder of Mister Landscaper (via Google & Yelp Reviews)

LOOKING AHEAD

Pepper Punch continues to serve as Mister Landscaper's trusted development partner, with future plans including:

- Expanded reporting and analytics
- Enhanced CRM integration
- Additional third-party channel support and vendor automation