

Buy the core. Build the differentiation.

Software Solution Blueprint for a 45-person international parts distributor.

DOCUMENT CONTROL

DECISION	Buy + thin integration layer
STATUS	Proposed
SCOPE	Order-to-fulfilment
CASE	Composite fictional scenario

01 / EXECUTIVE DECISION

Select a configurable SaaS core and build a thin orchestration layer.

Avoid a full custom ERP. Preserve differentiated pricing and fulfilment rules through bounded integrations.

RECOMMENDED / HYBRID

BUY commodity workflow. BUILD only the rules that create advantage.

Start with one country and one warehouse. Expand only after reconciliation and adoption gates pass.

SCOPE

One capability

Quote-to-order-to-fulfilment.

HORIZON

12 months

One-country pilot then controlled rollout.

CONFIDENCE

Provisional

Vendor fit and data quality require validation.

DECISION IMPLICATION

Fund vendor validation and a bounded integration pilot before committing to a multi-country rollout.

02 / BUSINESS CONTEXT

The company needs control without becoming a software company.

Scenario inputs are fictional and illustrate the standardized Blueprint method.

B01

45 people

Operations across sales, warehouse and finance.

B02

3 countries

Different taxes, currencies and carrier rules.

B03

4 systems

CRM, accounting, warehouse tool and spreadsheets.

B04

2 engineers

Capacity supports integration, not full platform ownership.

DECISION IMPLICATION

A full custom platform would turn limited engineering capacity into a permanent maintenance obligation.

Differentiate pricing and fulfilment; standardize the rest.

Capability classification separates competitive rules from commodity operations.



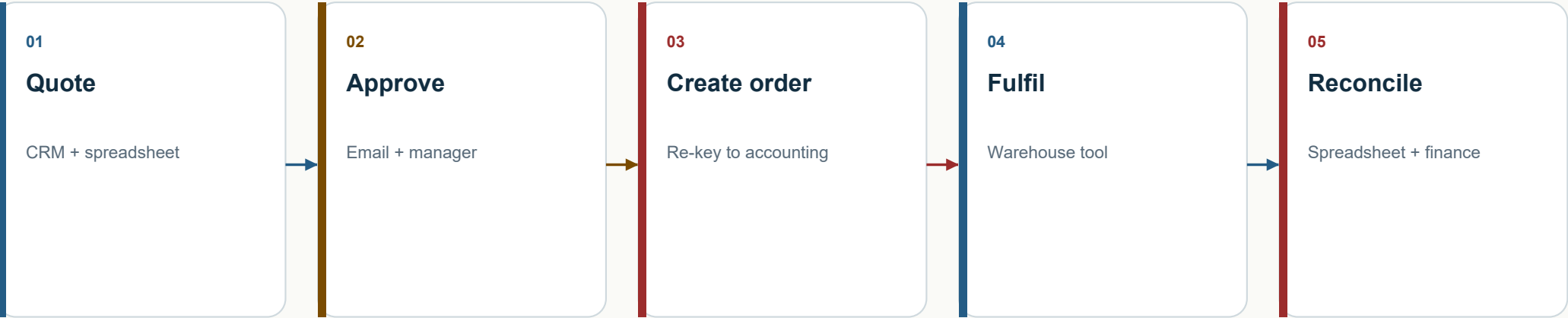
DECISION IMPLICATION

Custom development is reserved for rules that produce commercial advantage or cannot be configured safely.

04 / CURRENT WORKFLOW

Manual handoffs hide status and create reconciliation work.

Current-state process view; timings are not claimed because no operational sample was supplied.



DECISION IMPLICATION

The first value target is a single order status and controlled handoff, not wholesale system replacement.

Three realistic solution strategies carry different ownership costs.

Options include software ownership, integration load and exit path.

A / BUY

SaaS only

Value: Fastest start
Cost: Poor fit for pricing rules
Exit: export and switch

B / HYBRID

SaaS + thin layer

Value: Preserves differentiation
Cost: Integration and vendor controls
Exit: export and switch

C / BUILD

Full custom platform

Value: Maximum control
Cost: Permanent product + ops burden
Exit: replace owned platform

DECISION IMPLICATION

Option B is preferred because it limits custom ownership to the capabilities the business must control.

06 / DECISION MATRIX

Hybrid leads when operating burden is scored explicitly.

Weights should be re-approved by the SME owner before vendor evaluation.

CRITERION	WEIGHT	A / BUY	B / HYBRID	C / BUILD
Business fit	30	3	5	5
Time to value	25	5	4	1
Operating simplicity	20	5	3	1
Integration control	15	2	4	5
Exit flexibility	10	3	4	2
WEIGHTED TOTAL	100	3.8	4.2	3.0

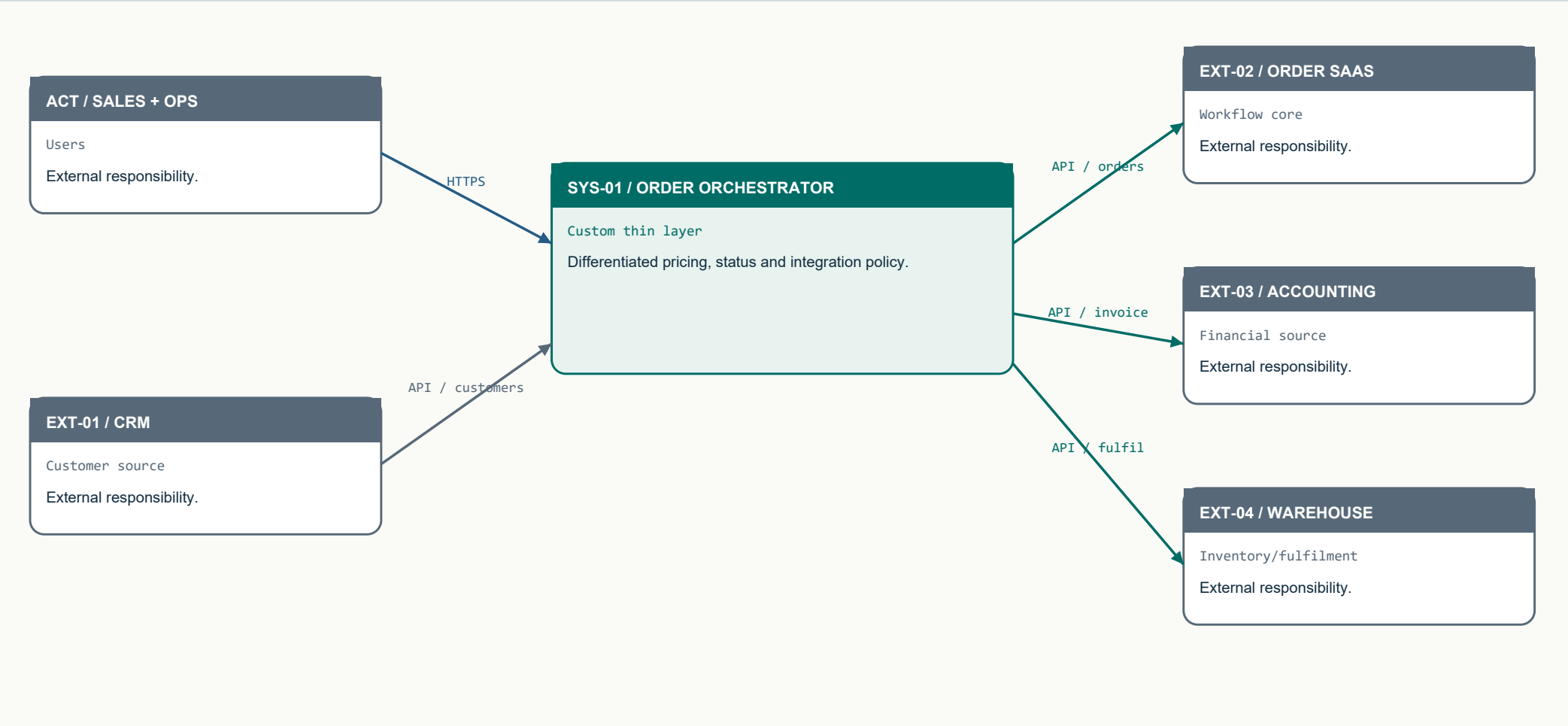
DECISION IMPLICATION

Vendor disqualification criteria override the score: data export, API access, regional support and security evidence are mandatory.

07 / TARGET CONTEXT

The orchestration layer coordinates; systems of record keep authority.

Target system context names responsibility and directed data flow.

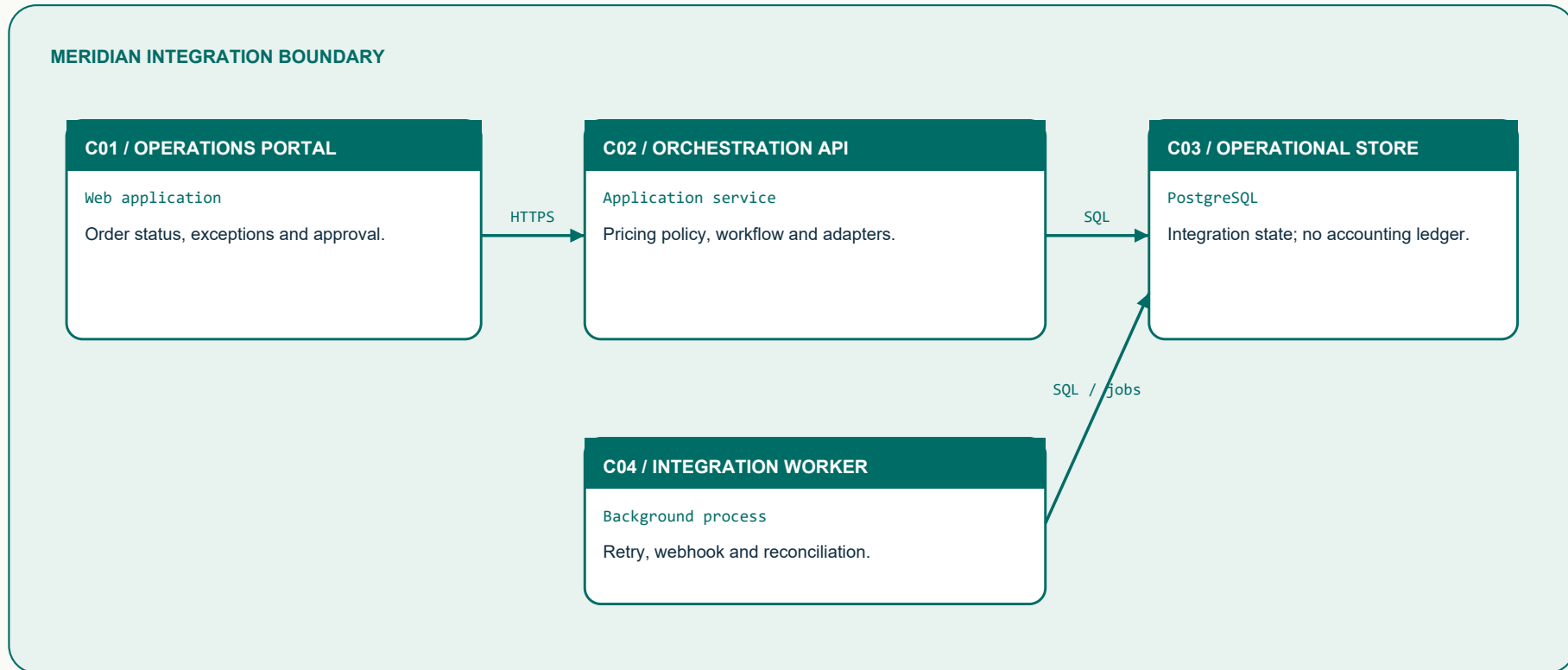


DECISION IMPLICATION The custom layer does not duplicate CRM, accounting or warehouse ownership.

08 / TARGET CONTAINERS

Four bounded components keep the custom surface small.

Logical container view; deployment vendor remains undecided until constraints are confirmed.

**DECISION IMPLICATION**

One small deployable can host API and worker roles initially; separate only when load or availability evidence requires it.

Authority, freshness and reconciliation are explicit.

The orchestration store tracks integration state and never becomes an accidental financial ledger.

DATA	AUTHORITY	FLOW	FRESHNESS	CONTROL
Customer	CRM	CRM -> orchestrator	<=15 min assumed	Daily exception report
Order status	Order SaaS	SaaS <-> orchestrator	near real time	Event ID + retry
Invoice	Accounting	orchestrator -> accounting	same business day	Total/count reconciliation
Stock	Warehouse	warehouse -> orchestrator	<=5 min assumed	SKU-level exceptions
Pricing policy	Orchestrator	portal -> API	immediate	Version + approval audit

DECISION IMPLICATION

Final freshness targets require workflow sampling; they are assumptions, not promised service levels.

The SME needs a small, supportable control baseline.

Controls scale with system risk and do not imply compliance certification.

IDENTITY

SSO + role mapping

Owner: business admin

SECRETS

Managed store + rotation

Owner: technical lead

AUDIT

Pricing approvals + integration IDs

Owner: operations

RECOVERY

Backups + restore rehearsal

Owner: provider/tech lead

ALERTS

Failed sync + stale status

Owner: operations

VENDORS

DPA, export, subprocessor review

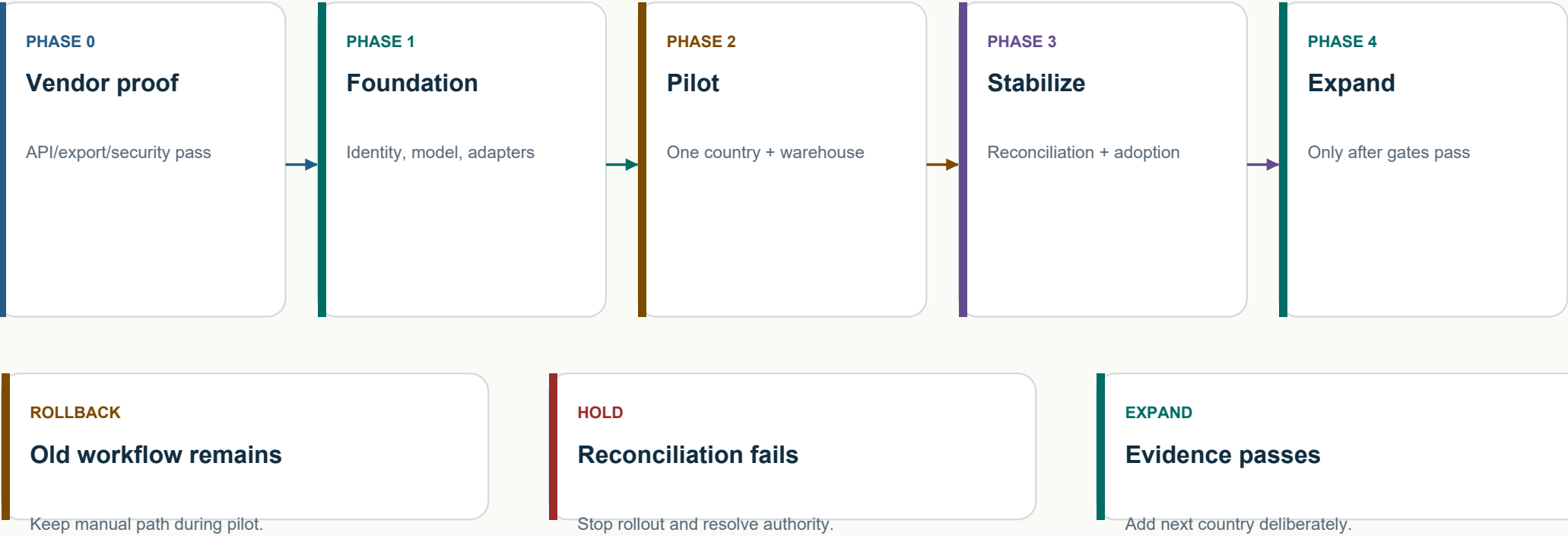
Owner: company

DECISION IMPLICATION

Operational ownership is named before build; otherwise the custom layer becomes an unmanaged dependency.

A country-and-warehouse pilot bounds migration exposure.

The roadmap uses gates rather than invented completion certainty.



DECISION IMPLICATION Pilot success requires accuracy, adoption and supportability; deployment alone is not completion.

12 / OWNERSHIP AND COMMERCIAL BOUNDARY

SYSLUME specifies and verifies; the delivery team implements.

This division preserves independent advice and prevents open-ended staff augmentation.

WORK	ACCOUNTABLE PARTY	BOUNDARY
Decision + Blueprint	SYSLUME	Client approves assumptions
Vendor selection evidence	Client + SYSLUME	Vendor supplies proof
Implementation	Client or delivery partner	Build, test, deploy, support
Architecture checkpoints	SYSLUME	Pass / Conditional / Hold
Production release	Client	Release authority and operations

DECISION IMPLICATION The Blueprint is implementation-ready without making SYSLUME the software owner or operator.

13 / RISKS AND CHANGE CONDITIONS

The preferred strategy changes when vendor or capability assumptions fail.

Decision review combines vendor disqualifiers, custom-scope controls and rollout gates.

R01

Vendor lock-in

Require usable exports, API coverage and termination assistance.

R02

Integration becomes core

Cap custom responsibilities and reject duplicated systems of record.

R03

Poor data quality

Profile identifiers and reconciliation before migration.

CHANGE

Prefer full buy

If differentiated rules can be configured safely and exit controls pass.

CHANGE

Reconsider custom core

Only if vendors fail mandatory rules and the company funds product ownership.

DECISION IMPLICATION

Next step: run a vendor evidence sprint, confirm data authority and approve one-country pilot gates.