



De-Risk your Legacy Exit

A Modernization Blueprint for Mid-Market
Manufacturing, Wholesale, and Distribution



The Mid-Market Landscape: Reliability as a Hidden Liability

Stability remains a source of pride for mid-market manufacturers and distributors. Your legacy ERP system likely served as the reliable engine of growth for decades. However, the current market demands a speed that these older on-premise solutions cannot provide. This creates a gap.

Many organizations manage a "Frankenstein" tech stack today. You likely have third-party search tools bolted to an aging backend. Manual spreadsheets often handle complex contract pricing. Rigid middleware barely connects a twenty-year-old system to a modern web portal. This sprawl increases overhead. It erodes your margins.

Without deep, intelligent connections to your back-end systems, even the most modern front-end becomes nothing more than a glorified digital catalog. A seamless customer experience falls apart without robust, bi-directional data flow with core backend systems like your ERP.

This Blueprint outlines a path to exit legacy constraints. KIBO and Aries Solutions focus on business outcomes: profit, loyalty, and cost advantage. KIBO collapses this operational sprawl into a single foundation. Organizations realize a 15% to 35% reduction in total cost of ownership by eliminating redundant systems.

Section 1: The 'Technical Tax' on Your Margin

Every day spent on legacy systems incurs a hidden cost. We call this the Technical Tax. This tax manifests through siloed data and manual patches.



The Six Critical Integration Gaps

For B2B success, your commerce platform must seamlessly share crucial information across four critical areas:

1. **Customer & Account Data:** Unified customer accounts, contracts, and permissions enable B2B personalization. Buyers must see their specific pricing and catalog, requiring seamless integration with your system of record.
2. **Product & Catalog Data:** B2B catalogs contain millions of SKUs with complex configurations. Your platform needs real-time access to PIM or ERP data to ensure accuracy.
3. **Pricing & Quote Logic:** Customer-specific contract pricing, tiered discounts, and quote-to-order workflows demand instant application through a rules engine deeply integrated with your ERP.

4. **Order & Inventory Status:** Orders must flow immediately to back-end systems for fulfillment and reconciliation. Real-time inventory updates from all sources prevent overselling.
5. **Fulfillment:** Bridging the gap between the buy button and the loading dock is essential for maintaining B2B margins. Your platform must integrate with WMS and 3PL systems to enable intelligent order routing that respects complex constraints.
6. **Location master data:** A unified commerce strategy depends on a single source of truth for your entire physical network. Integrating location master data ensures the system is aware of every distribution center, retail store, and dropship vendor in real-time.

The Operational Friction

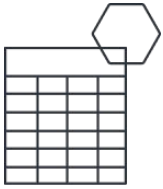
SVP of Operations often face inventory blind spots. When systems rely on slow batch processes, your data arrives late. This leads to choked inventory and missed commitments. You rely on "big job" updates that fail to reflect current floor reality. KIBO addresses this by optimizing order routing. Efficient routing and visibility can reduce fulfillment costs by as much as 20%. Therefore, you stop paying for premium freight to fix avoidable errors.

The Financial Impact

CFOs see the erosion in the cost-to-serve. Manual order servicing and quote development consume sales time. These are reactive tasks. They pull your team away from proactive, value-driven activities. Every manual touch on an order bleeds margin. By automating these cycles, KIBO helps reduce Day Sales Outstanding (DSO). Accelerated fulfillment cycles lead to cleaner invoicing and faster cash collection.

The Reality of Technical Debt: Common Mid-Market Hurdles

B2B manufacturing and distribution organizations are encountering many of the same integration and operational challenges that B2C retailers faced when they first decoupled commerce, pricing, and order management from legacy ERPs. The difference today is timing. B2C organizations were forced to solve these problems with bespoke builds and custom middleware because few mature alternatives existed. B2B organizations now benefit from that experience. Proven integration patterns and platforms make it possible to modernize with significantly less risk and long-term technical burden.



Spreadsheet-owned master data (catalog, locations, pricing):

Across both B2B and B2C, critical master data is still commonly managed outside systems of record, often in spreadsheets. Even when those spreadsheets are “integrated,” they remain brittle. Every change becomes a high-friction event: files are reformatted, mappings revalidated, and downstream systems break when a column name changes or a value is entered inconsistently.

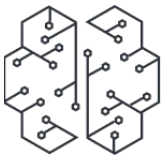
As organizations grow, this foundational work is frequently deprioritized in favor of more visible initiatives. The result is avoidable overhead, increased errors, and stalled progress when pricing, inventory, or assortment must change at scale. Establishing a proper Master Data Management (MDM) foundation reduces integration effort over time and delivers compounding ROI as new initiatives reuse stable, governed data.



Custom middleware as long-term cost and risk:

Custom middleware introduces real and lasting cost, regardless of company size. These solutions typically require specialized resources, and those same individuals must remain involved whenever integrations or transformations change. Middleware originally built to solve a narrow problem is rarely designed to support the business years or decades later.

As workloads grow and documentation falls behind, organizations become dependent on tribal knowledge to understand how systems actually interact. This dependence slows delivery, increases operational risk, and drives up maintenance costs. Many of these challenges can be avoided by adopting standardized integration foundations instead of extending bespoke connective tissue.



Tribal knowledge and “extra-hop” complexity:

As additional applications introduce their own middleware layers, systems accumulate unnecessary hops across critical workflows such as pricing, inventory, and order orchestration. Latency increases, failure points multiply, and root-cause analysis becomes slower and more expensive. Teams spend disproportionate time responding to P1 incidents instead of building new capabilities.

This operational drag is not an inevitability of scale. It is often the result of compounding bespoke decisions where shared foundations could have simplified the architecture and restored focus to value-driven work.

Section 2:

The Unified Platform Advantage



KIBO offers a unified foundation. We address these challenges without requiring a "rip and replace" of your core ERP. Our architecture modernizes the connective tissue of your business.

Understanding Integration Architecture

Connecting disparate systems is essential for B2B commerce, but not all integration approaches are equal. Legacy batch file transfers are simple but create stale data and delays. API-first integration provides real-time visibility and scalability but demands technical expertise. Event-driven architecture offers maximum resilience but adds significant complexity.

Modern B2B success requires moving beyond batch processes to real-time, intelligent integration that balances capability with maintainability.

The Power of Pre-Built Integrations

Relying solely on custom builds for every integration with core systems is a high-risk strategy. For B2B companies, pre-built integrations deliver three critical advantages: deployment in as little as 90 days versus quarters or years, elimination of "tech debt" that consumes up to 40% of IT budgets, and reduced project-execution risk that frees resources to focus on growth rather than maintenance.

Unified Operations

KIBO consolidates your entire order experience into a single portal with one accountable party. Our cloud-native platform features over 80 microservices that connect seamlessly across 15+ ERPs, 80+ WMS/3PLs, 950+ marketplaces, and 100+ shipping carriers. This centralized integration framework eliminates point-to-point complexity while enabling real-time inventory adjustments. You move beyond batch jobs to dynamic, event-driven processes.

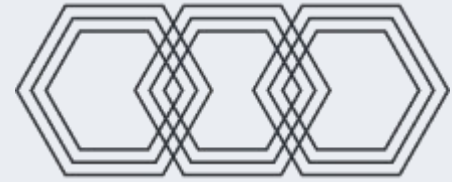
The result: KIBO clients see 50% to 80% faster time-to-market for new revenue models. Partnerships with Unified API companies allow rapid delivery of integrations to market-leading platforms, ensuring you can launch quickly and scale confidently.

Real-Time Capability

The architecture allows for immediate responses to order changes. This prevents inventory choke-ups. You gain a unified view of every node in your network. You can make commitments with total confidence. Maintaining a 95% to 99% promise accuracy during seasonal peaks builds long-term buyer trust.

Section 3:

Solving the Complexity of B2B Commerce



Mid-market B2B commerce requires more than a simple shopping cart. It involves contract pricing, multi-warehouse sourcing, and freight constraints.

Flexible Pricing Integration

B2B involves bespoke or custom pricing rules. KIBO integrates with your existing homegrown pricing services. We accommodate complex, unit-based, or contract-specific rules. You avoid the weight of a heavy CPQ engine while providing accurate quotes.

The Buyer Experience Gap

Buyers want streamlined, efficient self-service. KIBO delivers this intuitive experience with robust quote functionality that allows for buyer optionality. Real-time availability and friction-free checkout drive a 15% to 40% lift in digital conversions. Furthermore, reliable delivery performance can increase your Net Promoter Score (NPS) by 10 to 25 points.

A digital portal shifts the sales role from manual order entry to assisted selling and long-term account stewardship. Instead of tracking down inventory answers, re-keying orders, or resolving pricing exceptions, sales teams focus on higher-value work: building relationships, advising customers, and supporting longer-term partnerships. This includes recommending substitutions, planning replenishment, and helping customers navigate constraints across availability, lead times, and fulfillment options.

As customers increasingly self-serve, the portal becomes a shared source of truth. Sales reps are no longer required to act as “human middleware” between customers and back-office systems. Instead, teams administer can optimize accounts by monitoring behavior, addressing friction in the ordering experience, and proactively introducing new products or changing existing ones. The result is fewer reactive touches, faster quote-to-order cycles, and more time spent on revenue-generating, relationship-driven conversations.

Section 4:

Unlocking Dead Capital (The Inventory Audit)



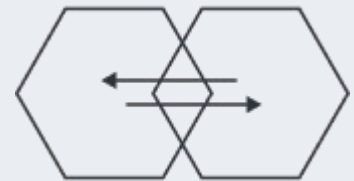
The biggest risk to a legacy exit is data integrity. Legacy systems often provide an inaccurate picture of stock. This forces you to carry safety stock buffers.

The KIBO Difference

We help organizations eliminate "phantom inventory." By switching to real-time visibility, you can lower your safety buffers. You finally trust your data. KIBO typically improves inventory accuracy by 15% to 35%. Implementing these real-time controls leads to a 20% to 30% reduction in inventory carrying costs. One leading retailer found millions of dollars in hidden inventory sitting on their shelves. They made this stock available for sale online instantly.

Section 5:

The De-risked Migration Methodology



Modernization should not be a "Big Bang" event. High-failure point projects usually stem from trying to change everything at once.

The Phased Approach

KIBO and Aries advocate for a composable model. We replace the front-end experience while keeping the legacy backend stable. This "Headless First" approach ensures business continuity. KIBO can reduce your cost-to-launch by over 80%. You start seeing value in months, not years. Our average pilot program delivers results in approximately 90 days.

Automated Workflows

We aim for "touchless orders." We automate routine tasks like commitment dates and warehouse integration. Orders flow through the system with minimal human intervention. This streamlines the entire process from quote acceptance to cash collection. Automation empowers your staff to resolve issues in a single interaction. This can drop service escalations by 25% to 50%.

Phased Rollout Approach

A practical phased rollout keeps the legacy environment running in parallel while new capabilities are introduced in controlled waves. This parallel operation is critical. It allows pilots to represent true end-to-end workflows without disrupting ongoing business or forcing premature cutovers.

Phase 1: High-Control Pilot

The rollout begins with a small, carefully selected pilot group made up of lower-risk customers and order types that meet two criteria: they order frequently enough to generate meaningful learning, and they agree to active participation.

The initial focus is on validating the full order lifecycle, specifically confirming that:

- Pricing, inventory, and order status behave predictably
- Monitoring is in place and functioning
- Both customer-facing and internal processes operate as expected

During this phase, KIBO operates in an observational and validation role, reading from existing ERP logic to confirm accuracy without changing execution. The rest of the business continues through the legacy flow. The ERP remains the system of record for financials and inventory throughout.

Don't overlook internal teams. Sales, customer care, fulfillment, and operations all experience material change during a rollout. Capturing associate feedback during the pilot surfaces operational friction that may be invisible to customers but still erodes margin and delivery confidence.

Phase 2: Expanding Complexity

As confidence grows, the rollout expands to moderately complex customers and scenarios, introducing real-world variability in a controlled way. High-complexity workflows and edge cases are layered in last, ensuring the broader rollout is not caught off guard by exceptions that only appear at scale.

Pilot Duration

Pilot length is driven primarily by buying cadence:

| Customer Type | Order Frequency | Typical Pilot Duration |
|-----------------|----------------------------|--|
| High-frequency | Small, frequent orders | Shorter; patterns validate quickly |
| Calendar-driven | 30-, 60-, or 90-day cycles | 90 to 180 days to observe full lifecycle |

Effective pilots typically include a mix of both customer types. When longer pilots are required, timeline and ROI impacts should be documented and aligned with stakeholders upfront to set clear expectations before broader rollout begins.

Section 6: Future-Proofing with Agentic Commerce



The industry is moving toward intelligent automation. KIBO includes integrated Agentic Commerce capabilities. This allows you to leverage AI-powered automation for complex decision-making. You position your organization as a forward-thinking leader. You gain a structural cost advantage that legacy competitors cannot match. Use these tools to unify technology and data while simplifying processes across functions.

Conclusion: The Legacy Audit Workshop

The path forward begins with a reality check. You do not need a massive RFP to start. KIBO and Aries Solutions offer a collaborative workshop to evaluate your current architecture.

Workshop Objectives:

- Identify the specific points of margin erosion.
- Uncover hidden inventory blind spots.
- Map a phased exit strategy from legacy constraints.

At the end of the one-day Legacy Audit Workshop, clients will leave with shared alignment on business goals, current-state realities, and the path forward. This will be followed by the delivery of a set of practical, high-level outputs to guide next steps:

- **A phased modernization** roadmap that sequences what to change first, what should remain stable, and where the greatest margin and operational risk exists today. The roadmap also calls out major change milestones and areas likely to require custom work.
- **A current- and future-state integration and architecture context diagram** that maps the ecosystem, including applications, data flows, ownership, and dependencies, and surfaces the breakpoints driving manual effort, stale data, and operational friction.
- **An engagement recommendation** that distinguishes what can be delivered out-of-the-box versus what will require custom build or configuration, paired with high-level cost and timelines, impact, and ROI assumptions to help define success criteria and inform prioritization.

The workshop is designed to drive alignment across business and technology stakeholders. Discussions focus on business goals and differentiators, current operating models and tooling, known friction and opportunities, required integrations and dependencies, organizational change management needs, and how platform capabilities, such as KIBO, support those objectives.

To ensure the day is productive, we recommend lightweight prework. Clients share any existing architecture diagrams, the metrics they track—including areas of suspected margin erosion or inventory blind spots—and a brief perspective on organizational readiness for change. This prework allows the session to move quickly from diagnosing complexity to making informed decisions about sequencing, scope, and risk reduction.

All workshop outputs are intentionally high-level and directional. They are designed to create clarity and momentum, recognizing that details may evolve based on client participation, data availability, and dependencies uncovered during execution.

Ready to de-risk your exit?
Contact KIBO and Aries Solutions today.



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