

Scorecard

Should you decouple your tech stack?

What this is:

A quick, evidence-based tool for manufacturers running ecommerce + ERP with middleware who still feel friction.

How to use:

- Gather Sales, CS, Ops, Finance, IT.
- Score each row 0–3 using the last 90 days.
- Add the total and follow the guidance.

Interpret your total

- **0–9:** Stay with middleware. Focus on data, UX, adoption.
- **10–17:** Hybrid. Add 1–2 headless services where pain is highest.
- **18–30:** Decouple key buyer flows. Buyers must see ERP logic live.

Score 0–3 points for each

Criterion	0	1	2	3	Your score
Contract pricing complexity	None	Simple tiers	Tiers + exceptions	Tiers + rebates or dates	
Approval workflow depth	None	1 step	2–3 steps	4+ steps, audit trail	
Fulfillment routing	Flat	By region	By weight or value	Multi-rule, split shipments	
Catalog personalization	None	Price only	Product visibility	Visibility + config rules	
Data freshness need	24 hrs	60 min	15 min	Real time during checkout	
Rule change frequency	Yearly	Quarterly	Monthly	Weekly or faster	
Error impact	Low	Medium	High	Very high (lost orders, risk)	
Credit and AR checks	None	Post-order	Pre-submit sometimes	Pre-submit always	
Quoting or CPQ	None	Simple quotes	Configured quotes	BOM, alternates, lead time	
Regulatory visibility	None	Basic logs	Show status	Show proofs and timestamps	

Total:

Evidence to attach

Tickets or emails about price, approvals, shipping • Ops rework logs • Credit holds after submit • Recent rule change requests • Compliance notes.

People to include

Sales/KAM • Customer Service • Operations • Finance/AR • IT/Data.

Next step

Pick one flow and prove it in 30–60 days. Example: live contract pricing with rebate progress, routing before payment, or pre-submit credit check.

Decision rule:

If buyers need ERP logic before “Place Order,” decouple that flow.