

Transforms Sales with Salesforce Cloud

Retail/Manufacturing



Client: Leading manufacturer of electronic circuit board indicators.

Country: United States

Business Requirements:



Design of a manageable, economical, and low-risk solution with minimum direct investment to increase and align sales and customer service efficiency.



Create custom reports and dashboards to track sales team performance and increase sales.



Resolve the issue for inaccurate estimates and poor pipeline visibility.



Develop intelligent single view system to manage business requirements from various systems.

Scope of Services:

1. Setup of Salesforce CRM with features such as integrated analytics to provide real-time reporting, calculation, and dashboards.
2. Maintain competitive advantage and rapidly respond to changes in the market.
3. Automation of sales, quote-to-cash, and deal management processes.
4. Customized Salesforce implementation involving activities such as initial data loading.

Solution Highlights:

1. Accelerated productivity with flexible user experience.
2. Developed a solution to automate and streamline the business processes using Salesforce.
3. Futran Solutions optimized the quote-to-cash process.
4. Configured the platform to delivered accurate sales quotes faster.

Results:

1. Quick detection and rectification of ineffective sales process
2. Personalized the customer experienced with 360-degree view.
3. Enhanced cooperation across divisions
4. Increased production.

Technology Environment:



OCR



Force.com
Apex

BBYY

