

BEST STORIES OF INFOSYS SALESFORCE IMPLEMENTATION



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Sales Cloud implementation with CloudSense CPQ and Order Management System, for a leading European cable company

- Seamlessly integrated Force.com with CloudSense, operations support system, and billing layers
- Enhanced user adoption reports and dashboards covering important facets, like number of orders and assets created
- Jira-based agile delivery model

Unified CRM solution based on Salesforce.com, for a leading France-based producer and supplier of industrial gases

- Deployed the solution for 2,000 users across eight European countries, in seven languages
- Delivered a single CRM SaaS application to streamline processes across European business divisions
- Efficient sales management, customer management, and customer retention systems
- Reduced IT operations and system maintenance costs





Salesforce Service Cloud integration with enterprise apps, for a leading DTH provider in the USA and Latin America

- 16,000 field technicians serve 30+ million subscribers on the cloud
- Provided a consolidated view of the state of installed devices, reduced clicks, and enabled better navigation across multiple devices
- Prevented production downtime through increased availability, and resolved performance issues

Salesforce implementation and rollout of a common template across eight divisions, for a global oilfield service company

- Improved sales pipeline visibility
- Enabled cross-team and divisional collaboration
- Strengthened customer relationships





Salesforce implementations at Europe and Australia, for a leading solar power company to build an organization-wide CRM platform

- Increased productivity with visibility into lead and opportunity management systems
- Improved Service-Level Agreement (SLA) adherence for customer support, and ensured service with efficient methods for capturing and resolving cases
- Minimized time spent on preparing monthly and quarterly reports by sales and marketing teams

Salesforce.com Center of Excellence for a large Delaware-based chemical company

- Provided a 360° view of processes such as sales, service, warranty, pricing, and contract management for multiple strategic business units (SBUs)
- Pricing visibility across the entire value-chain
- Seamlessly migrated multiple legacy applications to Force.com, improving efficiency, productivity, and scalability





Platform migration for a financial services company

- Close to two million historical records migrated
- Rolled-out to more than 20 countries across the globe
- Improved user experience with intuitive SF UI, and real-time access to data
- Provided personalized reports and dashboards

Salesforce partner-portal implementation for a leading bank, to enable loyalty management and benefit-booking for card members

- Enhanced customer service by capturing content management preferences
- Customized content search with benefit search functionality
- Improved user experience with the new Orchestra Content Management System (Orchestra CMS)
- Easy tracking of the booked benefits and end-to-end fulfillment process with case management
- Reduced manual effort and time spent, with mass upload functionality





Salesforce implementation for an office-automation equipment manufacturer and supplier, to aggregate IT systems after M&A activity

- Streamlined sales operations through better alignment of accounts with sales representatives
- Integrated with Customer Master, HR management system, and Oracle-based applications
- Enabled Salesforce access on mobile devices

Process streamlining and automation for HR management, for a leading beverages company

- Reduced maintenance cost by up to 25%
- Improved process efficiency by up to 30%
- Automated reporting and increased time efficiency by up to 20%
- Reduced manual work by up to 20% with effective case management





Salesforce-based CRM solution for 2,000 users, across eight countries, in seven languages, for a producer and supplier of industrial gases

- Streamlined processes across business divisions with CRM SaaS
- Offered sales management, customer management, and customer retention systems
- Reduced IT and system maintenance costs

Global uniform data management and unification of legacy pricing tools, across different geographies for a leading science-driven innovations company

- Improved business performance by 0.75%–1%
- Built a globally leveraged custom pricing solution
- Reduced financial close-time by nearly 30%
- Approximately 95% reduction in the use of erroneous old templates for new contracts, due to a centralized contract template repository
- Up to 50% reduction in price approval process, with enhanced integration to SAP, iPhone, and Blackberry access





Optimized contact center operation costs, and provided proactive engagement over classic and social channels, for a leading manufacturer of sports shoes, clothing, and accessories

- Integration with Jira ticket management tools improved productivity in internal case escalations
- Improved ticket resolution time by seven days
- Increased engagement over classic and social channels by up to 15%

Comprehensive CRM platform and seamless integration between content providers, for a direct broadcast satellite service provider and broadcaster

- Increased efficiency by up to 25% with unified CRM platform
- Increased productivity by up to 7%
- Seamless integration with CPQ, content delivery, and marketing management platforms
- Better user adoption, faster time-to-market, and effective use of service cloud and partner communities



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