

Client success story



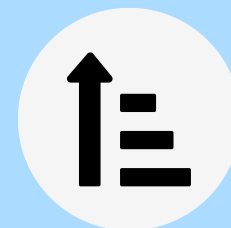
Power Equipment Manufacturer and Supplier

Client Challenges

- **Service Management Issues:** Difficulty handling service requests.
- **Weak Ordering System:** Lack of a robust order management process.
- **Data Transparency:** Limited visibility into business data.
- **Inventory Complexity:** Multiple channels causing inefficiencies.
- **Omni-Channel Gaps:** Inconsistent customer experience across platforms.

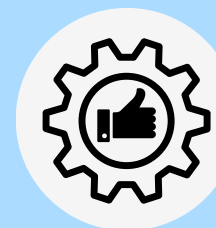
Our Solutions

- **Salesforce Implementation:** Deployed Sales & Service Cloud to enhance sales and customer service.
- **Order Management:** Integrated Salesforce Order Management System for multi-channel fulfillment.
- **Custom Integrations:** Connected Salesforce with Fishbowl ERP, phone system & LiveChat.



+67%

Increase in customer service response



+4X

improvement in ticket handling



+39%

improvement in return management