

Case Study

Communications Equipment Product Development Company

Moves to fully integrated Sales Cloud solution.

At a Glance

Our client provides networking and communications equipment for service providers, cable/multiple system operators, and distributed enterprises in the US and globally.

They wanted to implement Oracle Sales Cloud to replace their existing Salesforce Sales Cloud front office foundation to redefine and enhance existing sales processes, clean up and de-dupe the existing customer data files.

They also wanted to transform an expanded set of business processes around deal quoting for products and professional services. As well as enhance functionality, increase accurate deal forecasting and reporting while leveraging the updated Sales Cloud platform.



Revenue: ~\$529 M



Industry: Communication Equipment



Products: CPQ for ERP Cloud Service, CPQ Multisource Document, Creation Cloud Service



Location: Global



Customer Objectives and Challenges

01 Dependence on a combination of a 23 year old ERP and multiple legacy point solutions.

02 Unified front and back office customer platform.

03 Workplace productivity was severely impacted by extensive list of legacy business applications.

04 A complete sales performance management and incentive compensation.

05 Project began at beginning of COVID pandemic and ability to adapt to new normal of tele-work.

06 Predictive analytics and forecasting with dynamic dashboards.

07 Diminished days sales outstanding.



Key Benefits



Created consistent on-brand marketing campaigns.



Full traceability from campaign to lead to opportunity to quote to order.



Unified real-time customer intelligence with data from ERP and HCM systems.



Maximized market coverage and intelligently set territories and quotas with AI-driven predictive planning.



Improved sales and demand planning forecasting.



Consistent and normalized customer data single source of truth.



Improved communication through mobile applications.

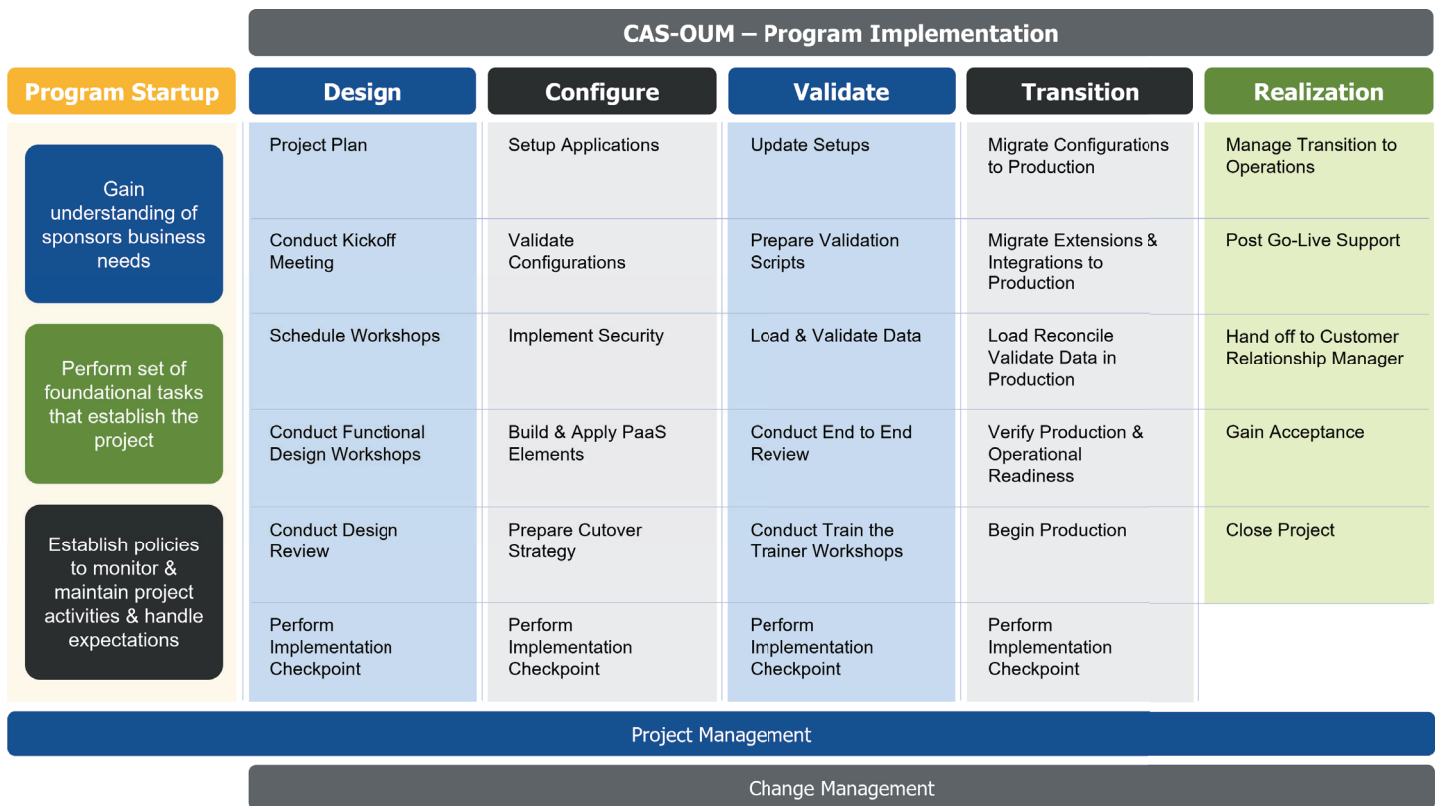


Optimized sales channels with growth in opportunities resulting from lead management.

Our Approach

Datavail has maintained a successful track record for implementation by adhering to a proven methodology and approach. Datavail leveraged its proven Unified Implementation Methodology tailored to suit the financial cloud implementation requirements of the client.

Our methodology follows a hybrid of Agile and Waterfall approaches. It incorporates the iterative configure and test approach of agile, yet spreads the solution components across multiple modeling cycles so the system solution process is spread across multiple iterations and is made easier to manage; thereby increasing the project team's chance of success.



Datavail is a company of over 1,000 professionals helping clients build and manage applications and data via a world-class tech-enabled delivery platform and software solutions across all leading technologies.