

CUSTOMER STORY · NETSUITE + SALESFORCE

ChowNow cuts SLA time by 80%

ChowNow · Restaurant technology · NetSuite + Salesforce

80%

less SLA processing time

22,000

restaurant partners supported

0

extra NetSuite licenses

The challenge

During rapid COVID-era growth, ChowNow's client-facing teams worked in Salesforce while all billing and invoice data lived in NetSuite. Every billing question from a restaurant partner forced support to ping finance and wait — delaying clients and pulling finance off core work.

The solution

Breadwinner synced NetSuite invoices, payment status and billing details directly into Salesforce, surfacing them on every Account record. Client Experience and Support teams could resolve billing inquiries independently and in real time — no handoffs, no custom development and no additional NetSuite licenses.

The results

- 80% reduction in SLA processing time during the peak growth period.
- Client-facing teams resolve billing inquiries without involving finance.
- Finance reclaimed hours previously spent fielding internal data requests.
- Supported responsive service across 22,000 restaurant partners.

"Breadwinner cut our SLA processing during a busy time by 80%. Client-facing teams can now assist clients without needing to loop in the finance team."

Pertlita Ortega · Sr. Director, Client Experience, ChowNow

See what Breadwinner can do for your team · Request a personalized demo
breadwinner.com/netsuite-salesforce-integration