

# Emory University

## COMPANY OVERVIEW

Emory University is 18th among the list of colleges and universities in the United States by endowment, 21st among universities in the world by endowment, and 21st in U.S. News & World Report's 2016 National Universities Rankings. Emory University has a Carnegie Classification of Institutions of Higher Education status of R1: "highest research activity" and is cited for high scientific performance and citation impact in the CWTS Leiden Ranking. The National Science Foundation ranked the university 36th among academic institutions in the United States for research and development (R&D) expenditures. Emory University research is funded primarily by federal government agencies, namely the National Institutes of Health (NIH). In 1995 Emory University was elected to the Association of American Universities, an association of the 62 leading research universities in the United States & Canada.

## COMPANY PROFILE

LOCATION	Atlanta, GA
EMPLOYEES	2500 Employees
INDUSTRY	Higher Education
COMPETITOR	Salesforce Professional Services
SOLUTION(S)	Sales Cloud, Service Cloud, Chatter, Community
GO LIVE DATE:	2/28/2016



**EMORY**  
UNIVERSITY

## CHALLENGE

- Decentralized and inconsistent in approach
- Lacks standardized business processes
- Separate Tracking mechanisms
- Double-triple-quadruple entry
- Lack of visibility into case management at the enterprise level
- Poor User Experience

## SOLUTION

- Service Cloud
- Knowledge Base
- Live Agent
- Get Feedback
- Community

## RESULTS

- Single point of entry into a single repository
- Streamline business process
- Robust reporting
- Scalable solution
- Enhanced user experience

# More Detailed Info and Quantitative Results

## Color Commentary and Notes About Details of Deal or Implementation

### NOTES

- Lower system cost of ownership
- Elimination of many of the current state case management mechanisms (manual/repetitive steps)
- Improved accuracy in original transaction due to users having a higher level of support and access to consistent answers while they are performing the transaction work
- Improved client value / user experience
- Use of Communities to support expedient messaging and practice ideas
- Use of Knowledge Base to support more standard solutions for common situations
- Monitor performance to service level agreements (SLA)
- Improved response time to the user community and in meeting business needs
- Form a high functioning team as members are transferred from various reorganizations
- DNA Behavior analysis
- Assessment testing and performance reviews
- Individual development plans to include PeopleSoft 9.2 and Salesforce training

### QUANTITATIVE RESULTS IF AVAILABLE

- \*Decrease in touchpoints of issues by having set queues defined with escalation rules and milestones associated with each incident
- Reducing the resolution time by 50% by having more defined fields and tracking
- Reducing human error and resolution time by 60% by having a defined knowledge base

# Solution Detail

## MORE DETAILS

Competitors of Salesforce engaged in sales cycle:	<i>PeopleSoft, Oracle</i>
Previous technology replaced by Salesforce:	<i>Shared inbox, Service Now, Microsoft Excel, Compass</i>
Salesforce products deployed:	<i>Sales Cloud, Chatter, Service Cloud, Community</i>
Customer Business Model (B2B, B2C, or Both)	<i>B2C</i>
Salesforce Product features:	<i>Live agent, CTI integration, Knowledge base</i>
If using Service Cloud, list use case (e.g. customer support, call center, field service, telesales, etc)	<i>Call center,</i>
Integrations:	<i>Avaya,</i>
AppExchange Apps/Partners	<i>Get Feedback,</i>
Solution 'Go Live' date:	<i>8/24/2016</i>

# Community View



## WELCOME TO THE EMORY UNIVERSITY FINANCE SUPPORT CENTER

A place where you can easily find solutions and ask questions

TOPICS DISCUSSIONS MY FEED



JOIN THE DISCUSSION

### GROUPS

Click on the links below to quickly access featured groups

**Controllers Office AR**

**EBI**

**EFN/FON**

**General Accounting**

**Grants**

**Grants AR**

**Green Lab**

# Service Console View

EMORY Search Salesforce

---

**Cases** Case Layout 00001029

**Milestones** Show More

6d overdue Procure to Pay SLA

**Customer**  
Dwight Shrute  
salesforce.com  
(415) 901-7000

**Beet Invoice #156**  
Please advise on the status of Invoice #156, your current past due balance is \$10,032 with a daily APR of 17%.

Status: New  
Priority: Medium  
Case Owner: Procure to Pay  
Case Origin: Web

Post Log a Call File Community Change Status New Note

Write something...

Emory University Only Share

**Articles**

All Updates Call Logs Case Notes Status Changes Tasks and Events Attached Articles More

**Dwight Schrute** (Customer) changed Case Owner from Dwight Schrute to Procure to Pay. June 1, 2016 at 11:56 AM

**Procure to Pay SLA** violation has occurred. June 1, 2016 at 11:56 AM

**Dwight Schrute** 00001029 June 1, 2016 at 7:56 AM

**Case Details**

Case Owner: Procure to Pay [Change] Contact Name: Dwight Shrute

Status: New Priority: Medium

Subject: Beet Invoice #156

Description: Please advise on the status of Invoice #156, your current past due balance is \$10,032 with a daily APR of 17%.

**Knowledge** Search Knowledge... Sort by: Published Date Filters

**Suggested Articles**

- Subcontract Invoice Review Quick Guide  
This article describes how to build, save and run and invoice report for subcontract invoices pending approval.  
New! • 000001019 • How-To • Last Published 5/27/2016
- Contract Review Quick Guide  
The Contract Review Form is used to route contracts to Procurement Services for review and signature in accordance with the University Contract Approval and...  
New! • 000001021 • How-To • Last Published 5/27/2016
- Checking Status Quick Guide  
Emory Express allows for users to investigate the status of all transactions from requisition creation to purchase order to invoicing.  
New! • 000001011 • How-To • Last Published 5/27/2016
- Radioactive Materials Quick Guide  
There are special requirements for ordering radioactive materials. Failure to complete the requirements will result in relection of your requisition and may result in...

Topics Add Topics

Files Show All  
No Related Files



# Sharing Guidelines

***These questions are required in order for your story submission to be accepted. Please answer these questions to the best of your ability.***

***We will not contact the customer without reaching out to you first.***

## SHARING USE CASE/SCENARIO:

Can salesforce.com AEs share this story and overview slide in sales settings?	Y
Can salesforce.com AEs mention the customer name in sales settings?	Y
Is this customer willing to act as a reference customer for prospects?	Y
Would the customer be willing to speak at Dreamforce or other events?	Y

## PARTNER INFORMATION

Name of reference approver:	<b>George Thompson</b>
Title of reference approver:	<b>Senior Director of Finance</b>
Email of reference approver:	<b>George.Thompson@emory.edu</b>