









ABBYY[®]











ABBYY Group - Customer Case

Project Overview

Services provided

-  Process Analysis
-  Project Management
-  Implementation
-  Custom Development
-  3rd Party Integration
-  User Training
-  Ongoing Support
-  Administration

Solutions used

-  sales cloud
-  community cloud
-  Microsoft Dynamics AX
-  SCRIBEX
-  service cloud
-  pardot
-  timba Surveys
-  ABBYY

Results

- Fully integrated Marketing and Sales processes (B2B Marketing with Pardot, Sales Process with Sales Cloud)
- Integration between accounting solution Microsoft Dynamics Axapta and Salesforce to handle order process
- Automated HR processes such as employee onboarding, training management, Management-by-Objective (MbO) module and absence requests through custom Salesforce development
- 360° view of customer with Service Cloud led to faster and better customer support

Customer Snapshot

ABBYY Group



Industry: Software

Employees: 1.000+

Products: Abbyy creates artificial intelligence technologies and solutions and services that capture, translate, extract and transform information into accessible and useful knowledge. More than 40 million people from over 200 countries use ABBYY products, technologies, solutions and services.

“Salesforce became our central system for all key processes, which significantly improved our company’s overall efficiency, international collaboration, usability and customer satisfaction.”

Dr. Natalia Kuehnert
Marketing Manager at ABBYY Europe GmbH





We move your business to the cloud!



About CloudWharf:

CloudWharf is a Salesforce registered consulting and ISV partner, based in Munich, Germany.

Services offered by Cloudwharf include initial implementation of Salesforce solutions, integration with other business systems, custom Salesforce development, User Training and more.

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