SIMPLUS

BIGCOMMERCE

BigCommerce

BigCommerce is an e-commerce software company that offers hosted shopping cart solutions for a variety of businesses. From enterprise solutions to emerging businesses, the BigCommerce platform is built to solve the common issues of on-premise e-commerce software.

Headquarters	Austin, TX, USA
Industry	E-Commerce
Website	www.bigcommerce.com
Services	

Development   Implementation   Consulting

The Challenge

" Like many startups, sales was like the Wild West. They did whatever they wanted, they threw pricing whichever way they wanted to. So we were searching for a solution to put guardrails up, limiting what they could discount and what price they could quote. And we found SteelBrick to be the best way to do that.

- Nicole Smith *Solutions Architect*

The team at BigCommerce faced three main challenges:

Unchecked Sales Quoting   The sales team was working without limits on pricing and quoting. Without guardrails in place, they were able to offer discounts that were too large, or discount too many products and services.

Failed Implementation   After a negative experience with another partner, BigCommerce had to begin again with Simplus.

Best Practices   BigCommerce needed a consulting firm who knew the best way to implement CPQ, using the best practices to streamline the CPQ process and offer long-term maintainability.

The Solution

Simplus implemented SteelBrick with the full-suite of pricing and quoting tools. As well as the implementation, Simplus developed a long-term solution based around best practices, and with an eye towards future updates and customizations within the company's internal Salesforce instance.

Complex Pricing

BigCommerce has a complicated pricing matrix that needed to be implemented in such a way that sales users could easily price and quote.

Custom Approval Processes

Custom approval processes were implemented to streamline the quoting process, while also solving the problem of an unchecked sales team.

Tight Timeline

Because of the previous failed implementation with another partner, BigCommerce needed to implement SteelBrick in a very tight window. Simplus was able to hit the ground running and meet the 6 week deadline.

The Results

" After an extremely negative experience with another partner, we got to work with Simplus and never looked back. It's a shame we didn't go to them in the first place. With aggressive timelines, Stu and Derar hit the ground running with me and were beyond helpful in setting up Steelbrick, working through complex setup and pricing models with ease. Stu has managed our project so well in making sure we consistently make progress while Derar has gone above and beyond to help implement the processes that work best for us. There's no question who I'm going to back to. Their knowledge and talent have far succeeded my expectations!

- Nicole Smith *Solutions Architect*

The BigCommerce SteelBrick implementation was completed quickly and efficiently in order to meet the specific business requirements of the client. After a bad experience, Simplus was able to save the SteelBrick implementation, and build a lasting relationship with BigCommerce.