RITHOM

About

- Provide tailored consulting and recycling services to businesses throughout the United States. Southern Resources accepts and recycles any and all forms and quantities of the 33 different base metals as well as electronics.

SOUTHERN RESOURCES
METAL RECYCLING SPECIALISTS

Challenge

- Optimization after a previous partner failed to meet the required needs of Southern Resources

- Complex Sales and Operations

- Lack of User Adoption. Lack of Visibility into Day to Day Operations

Solutions

- Worked with the CEO and COO to deploy targeted changes around activities, opportunities, and custom objects to manage receiving operations for materials

- Provided architecture, data clean up, and reports around User Stories, Success Metrics, and daily automation, adoption, and much more

Success

- Successful with training all employees on Salesforce. Standardize the application that runs the industrial operations

- Active customer that is always working with Rithom to enhance Salesforce

- Purchased Data.com and Pardot to continue Growth and Success

salesforce cloud alliance partner

RITHOM

- # About

  - POS Nation recognizes that retail store, restaurant, and specialty store owners need a point of sale specifically tailored to their unique businesses. That's why we sell more than POS systems – we sell complete point of sale solutions.

- # Challenge

  - New Implementation for Sales Cloud, Service Cloud, and AppExchange Product: Steel Brick. Required vendor review process and selection of the best CPQ (configure, price, quote) tool

  - Very large data set migration from SalesLogix to Salesforce

  - Complex rapid fire quoting requirements for a in house team taking orders over the phone

- # Solutions

  - Worked closely with the CEO in an agile review of all phases of configuration. Complete breakdown of all fields and flow from SalesLogix to translation into Salesforce. Keep the good, purge the bad.

  - Provided architecture for custom object requires, detailed price book and products, and complete configuration of Steel Brick including unique templates and terms documents applicable based on products

- # Success

  - Successful implementation and user training. Rapid deployment

  - Moved all data from SalesLogix to Salesforce with zero data loss and cleaned up data gaps

  - Additionally purchased Pardot to continue Growth and Success