



**ZenSār**

# Global consolidation on SFDC

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**CASE STUDY**

## End to end Salesforce execution as part of Global consolidation programme

Client, headquartered at Schaffhausen, Switzerland, is a publicly traded Electronics major. It designs and manufactures connectivity and sensor solutions for a variety of industries in more than 150 countries.

### Highlights

Zensar partnered with the client in laying down the Cloud strategy and kick started the end to end salesforce org consolidation program by moving the legacy applications onto the Force.com platform leveraging the Sales Cloud. Diverse business processes were reengineered to align with the Enterprise strategy onto a global target Salesforce org.

#### Company:

Sensor products manufacturer

#### Headquarters:

Berwyn, USA

#### Industries:

Hi-Tech Manufacturing

#### Products and Services:

Connectivity and sensor products

#### Employees:

More than 75,000

#### Total revenue:

\$ 12.2 billion

### Business Benefits

- Significant cost savings on the development & maintenance of smaller Salesforce environments across business lines.
- Single unified system enables unified single view of customer and single source of truth across all business lines, enabling cross sell and upsell growth opportunities.
- Common Force.com platform enables focused & rapid development, deployment and maintenance releases.
- Org consolidation has also eliminated the manual data entry and reduced the AHT of customer service queries.

### Challenges

- consolidate the data and have a common view of all businesses
- align the business needs to a unified business process.
- Maintenance of more than 20 Salesforce instances with diverse business workflows and data was costly, resource intensive and risky

### Top Benefits Achieved

Cross-sell and up-sell opportunities

Single view of customer

Reduced AHT