

Migrating from Legacy Platform Resulted in Increasing ROI with Reduction in License Cost



About the Client

Global provider of risk management, insurance, reinsurance brokerage, human resource solutions and outsourcing services



Business Needs

To migrate over 200 clients from Legacy CRM platform (Siebel) to Salesforce Service Cloud to automate new client on-boarding and enable a knowledge management platform for 360 degree customer view



Solution

- Multichannel UI enablement with unified Knowledge Management built on Salesforce
- Data management of 2000+ properties
- Completely build on Lightning Bolt for Community Cloud
- Client on boarding time reduction from 250 to 50 hours
- Ability to monitor case history for each client so as to reduce redundant service requests
- Over 100% increase in ROI by reducing license employee cost

The new Lightning experience offers tons of new functionalities and a beautiful interface making data look much friendlier and more impressive.