

# DIPLOMAT- A Success Story

A global marketing and distribution company

## COMPANY OVERVIEW

The company develops winning solutions, along the supply chain, to be a preferred supplier by its customers. A global company that implements proven customer-focused strategies, achieves the highest level of productivity. Diplomat Group currently includes active business units in Georgia, South Africa, Cyprus and New Zealand. The Group's head office is located in Israel. The independent business units comply with the Group policies for each geographic region

## COMPANY PROFILE

LOCATION	Airport City, <i>israel</i>
EMPLOYEES	800
INDUSTRY	marketing and distribution
COMPETITOR	globrands, HFD
SOLUTION(S)	Sales Cloud, Service Cloud, Chatter, Community. force.com, IOS, Android apps
GO LIVE DATE:	08/02/2018



## CHALLENGE

- Proving the field sales teams with an effective tool to help them reach manage their sales quotas on the go,
- Connect to a highly complex price lists, to provide an updated price to the customer in real time

## SOLUTION

- Provides the field sales force with an advanced solution for managing their sales agenda, recording visits, connecting to the catalog, producing sales quotes to customers and booking orders
- Solution built as a mobile native app (iOS, Android)
- developing complex, real time interfaces with very deep integration into the SAP system for extracting price lists info
- end-to-end implementation of customer sales and service model
- Establishing a community portal

## RESULTS

- A significant improvement in the relationship with the Company's customers
- Increase customer satisfaction with transparency in their support process
- Improve sales satisfaction and increase sales
- Improvement and preservation of knowledge in the company

# More Detailed Info and Quantitative Results

[Color Commentary and Notes About Details of Deal or Implementation]

## NOTES

- Very deep integration into the SAP system
- Providing real-time information of all price lists per client in real time
- Mobile Application Development (iOS, Android)

## QUANTITATIVE RESULTS IF AVAILABLE

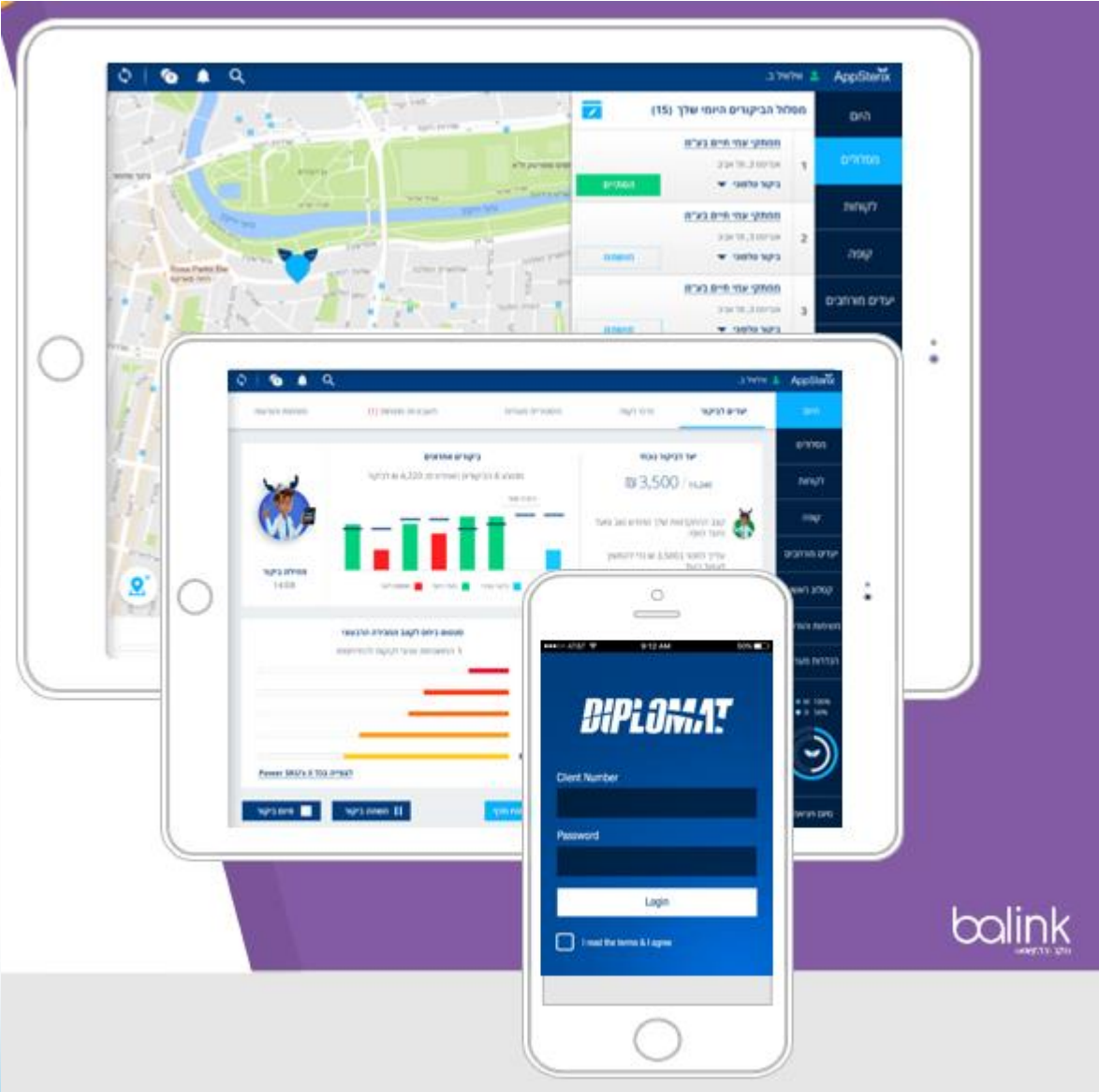
- The customer is very satisfied with the implementation of salesforce in the company, while improving business processes and operations

# Solution Detail

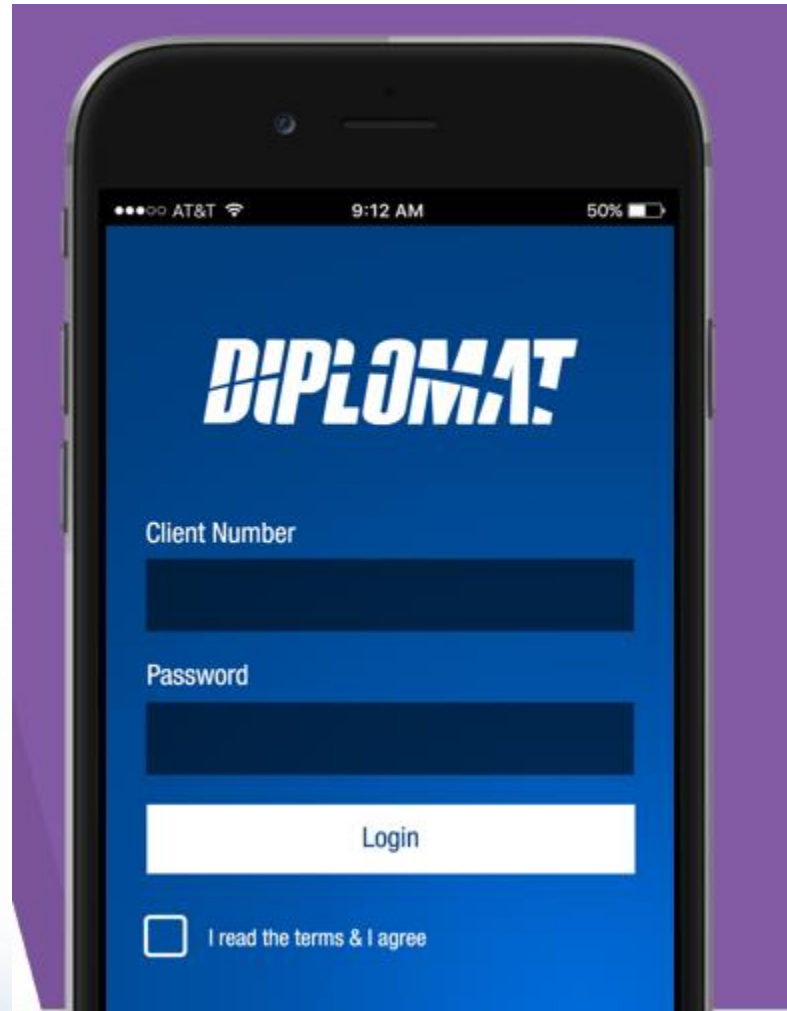
## MORE DETAILS

Competitors of Salesforce engaged in sales cycle:	<i>SAP, PocketLink</i>
Previous technology replaced by Salesforce:	<i>Visonix</i>
Salesforce products deployed:	<i>Sales Cloud, Service Cloud, Community Cloud, App(iOS, Android), App cloud</i>
Customer Business Model (B2B, B2C, or Both)	B2B
Salesforce Product features:	<i>Mobile, Live Agent, CTI, Knowledge, etc.</i>
If using Service Cloud, list use case (e.g. customer support, call center, field service, telesales, etc.)	customer support, call center
Integrations:	<i>SAP</i>
AppExchange Apps/Partners	
Solution 'Go Live' date:	<i>12/04/2018</i>

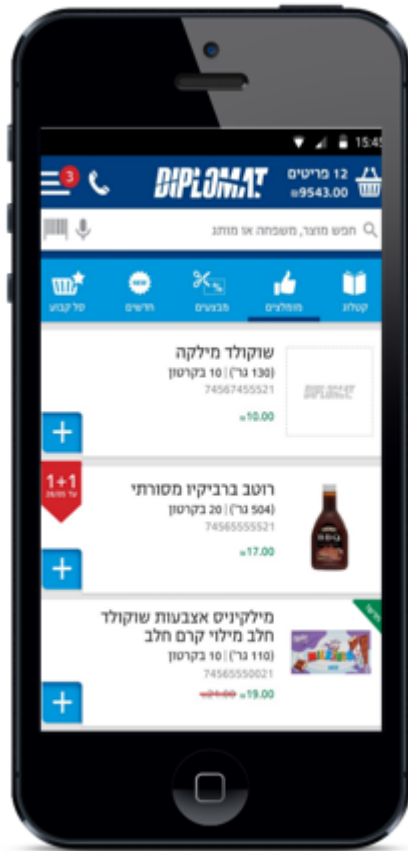
# Screenshots of app (if available)



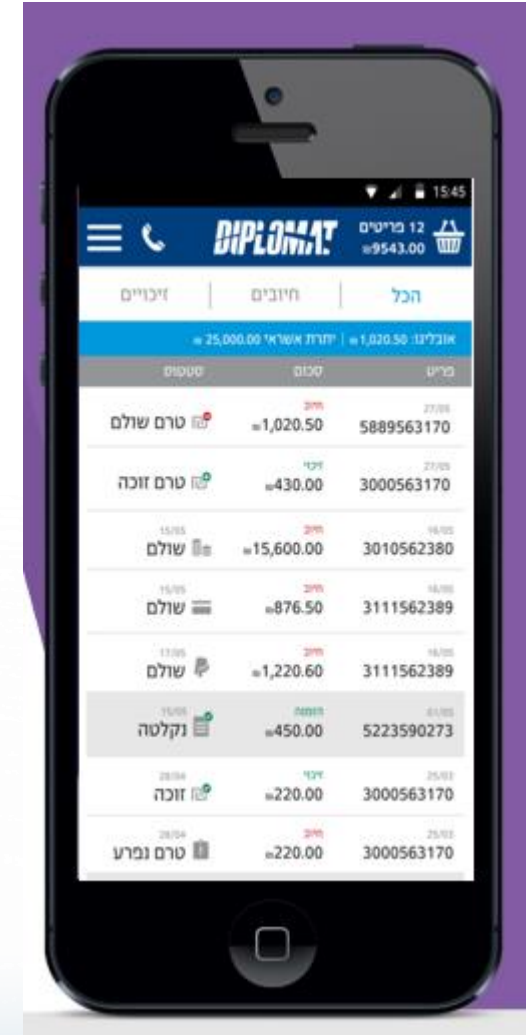
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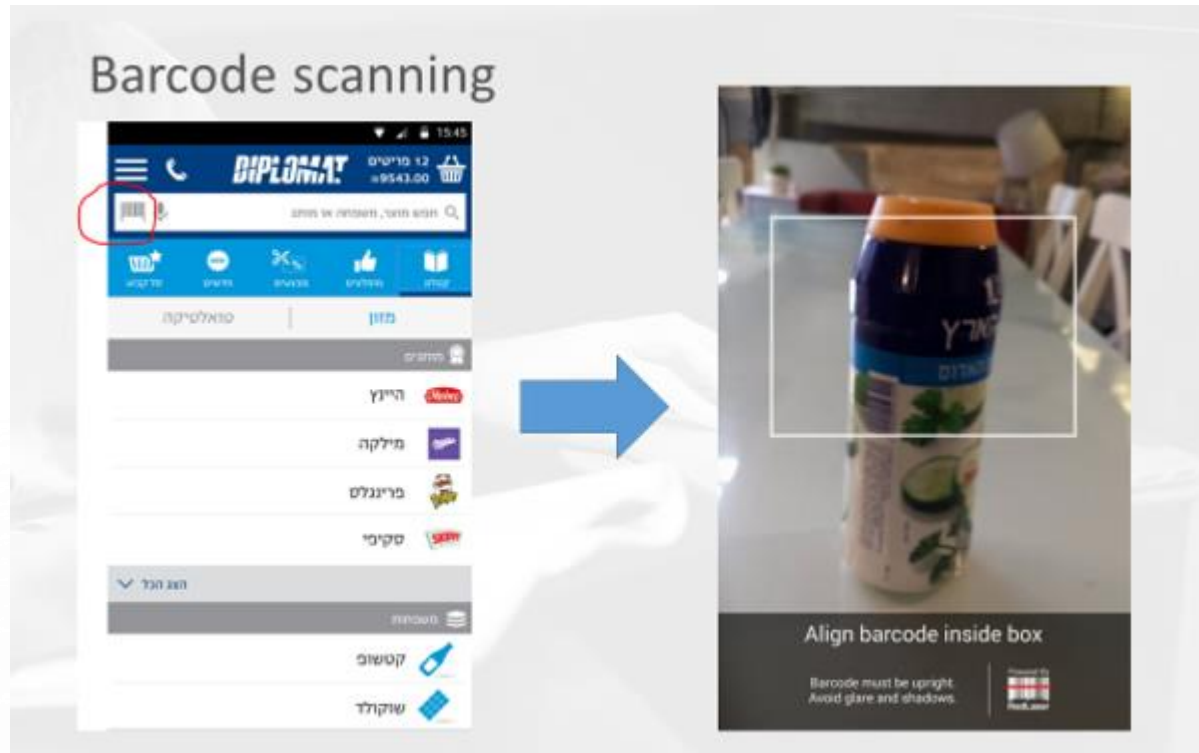
# Screenshots of app (if available)



- ✓ Product Catalog Access
- ✓ Pricing Information
- ✓ Promotions
- ✓ "regular" basket order
- ✓ Recommended products
- ✓ New products
- ✓ Search products
- ✓ Cart Management
- ✓ Inventory Information
- ✓ Order & Invoice History

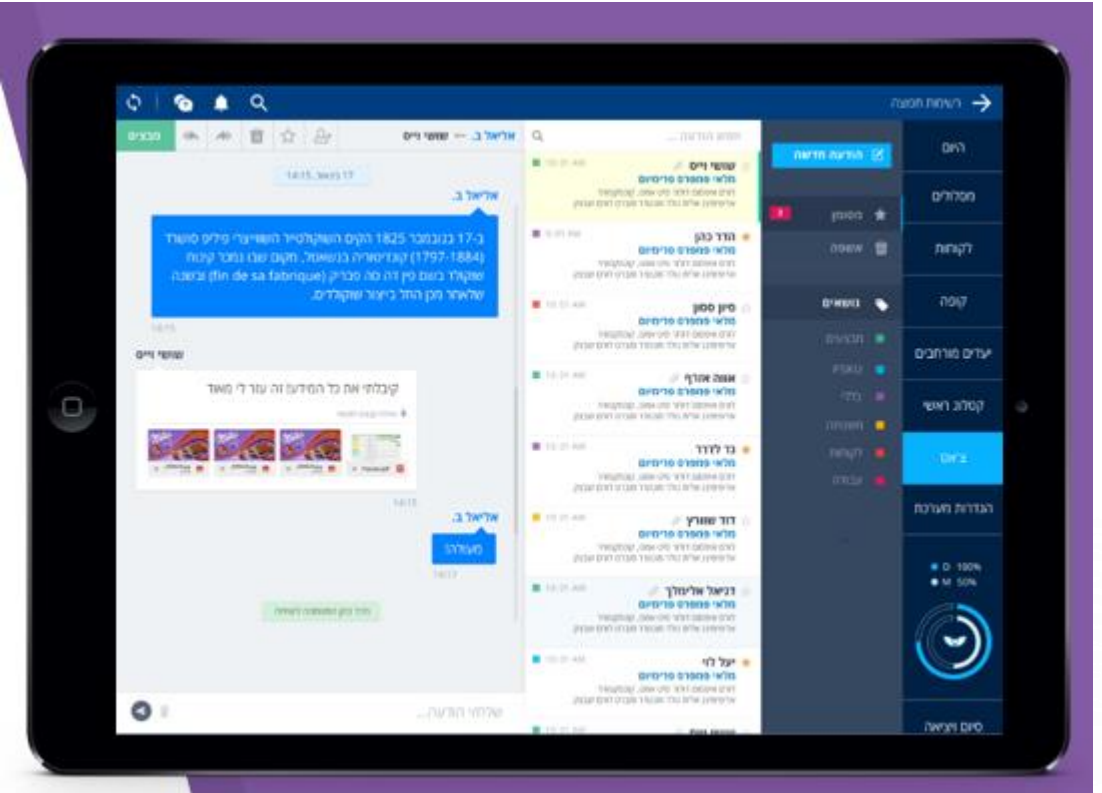
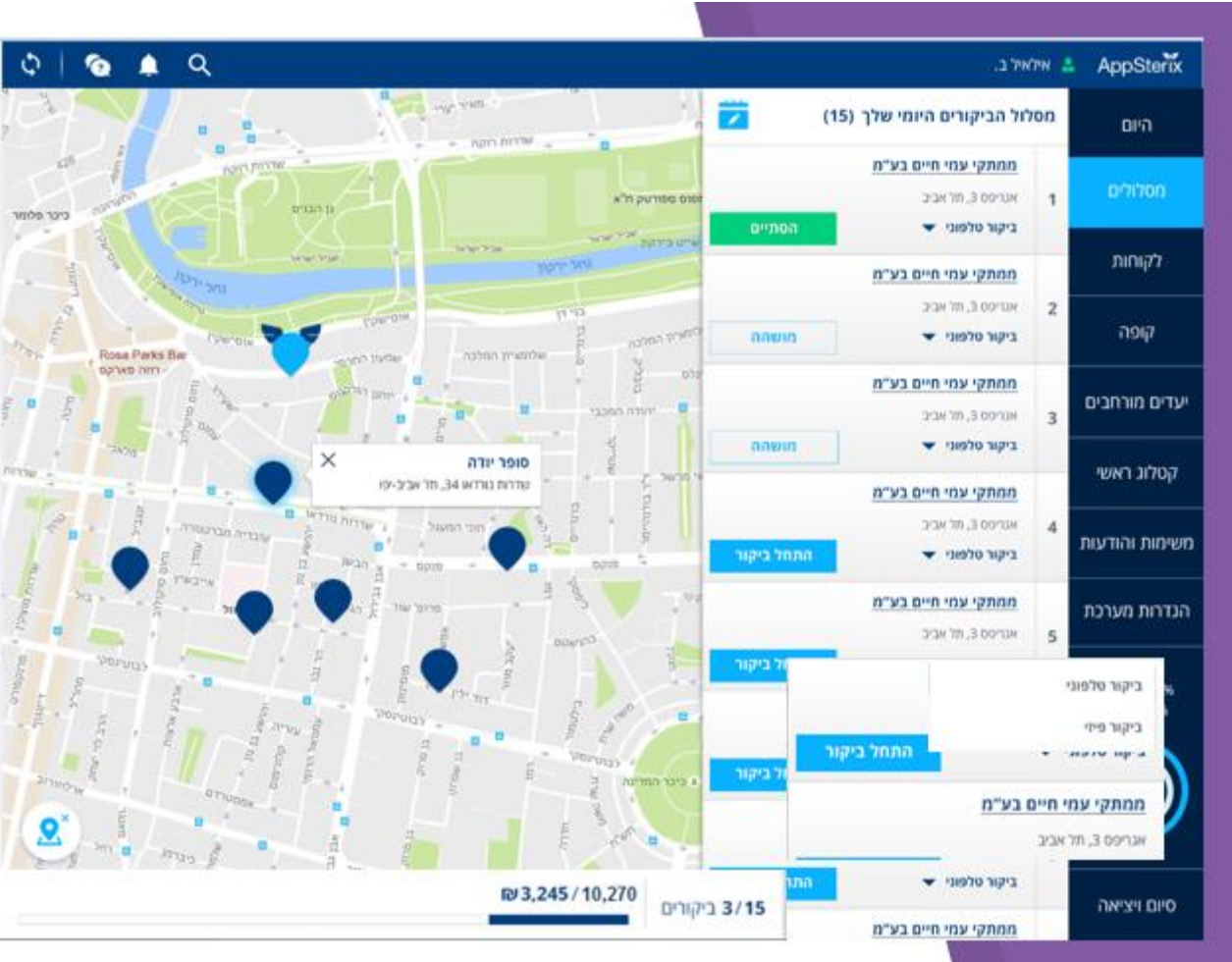


# Screenshots of app (if available)





# Screenshots of app (if available)





# Sharing Guidelines

***These questions are required in order for your story submission to be accepted. Please answer these questions to the best of your ability.***

***We will not contact the customer without reaching out to you first.***

## SHARING USE CASE/SCENARIO:

Can Salesforce AEs share this story and overview slide in sales settings?	Y
Can Salesforce AEs mention the customer name in sales settings?	Y
Is this customer willing to act as a reference customer for prospects?	Y
Would the customer be willing to speak at Dreamforce or other events?	Y

## PARTNER INFORMATION

Name of reference approver:	Yaniv partock, Balink
Title of reference approver:	CEO
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