

Stanley Black and Decker- A Success Story

Electronic Security

COMPANY OVERVIEW

STANLEY Security delivers comprehensive security solutions that cover every aspect of physical security. Our innovation lays in how we integrate the world's best intrusion, fire, video surveillance, access control and monitoring applications, and our competitive advantage is the people who install, service and monitor our systems. Peace of mind begins with STANLEY Security

COMPANY PROFILE

LOCATION	Indianapolis, USA
EMPLOYEES	4000+
INDUSTRY	Office Security Appliances
COMPETITOR	
SOLUTION(S)	Sales Cloud, CPQ, App Cloud
GO LIVE DATE:	31/03/2018



CHALLENGE

- Providing a consistent, product price data driven sales quotes with clear visibility of deals profitability on Salesforce for the company's vast amount of sales opportunities
- allow for incorporation of the company's complex product and price rules within the sales process in Salesforce
- Replace an outdated, flawed, high maintenance code based solution

SOLUTION

- Implement Salesforce CPQ solution across all Stanley's Security North America's business (over 500 users)

RESULTS

- The Sales organization has now a modern, flexible platform for designing and building sales quotes to customers even in the most complex scenarios
- The solution is fully native, much more stable than the one replaced
- Solution much less prone to user's errors resulting in much more accurate quotes and better margins!

More Detailed Info and Quantitative Results

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

NOTES

- Develop a unique configuration for managing dozens of business rules
- Connecting different subsidiaries to the right business processes for every company in the world
- A great improvement in closing the quotes by the sales people, increasing the productivity of the sales and closing processes from end to end
- Better support for problem management and increased customer satisfaction

QUANTITATIVE RESULTS IF AVAILABLE

- Improvement in opportunity margins and lowering risks as Sales reps errors are reduced to a minimum

Solution Detail

MORE DETAILS

Competitors of Salesforce engaged in sales cycle:	<i>Apttus</i>
Previous technology replaced by Salesforce:	<i>Previous old Force.com based custom code</i>
Salesforce products deployed:	<i>Sales Cloud, App Cloud.</i>
Customer Business Model (B2B, B2C, or Both)	B2B
Salesforce Product features:	<i>Sales Cloud, CPQ</i>
If using Service Cloud, list use case (e.g. customer support, call center, field service, telesales, etc.)	
Integrations:	<i>SAP – in process</i>
AppExchange Apps/Partners	
Solution 'Go Live' date:	<i>31/3/2018</i>

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?	<i>Highly probable – customer should be consulted</i>

PARTNER INFORMATION

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