

From RightNow to Salesforce.com - A Single CRM



“West Coast Consulting Group has helped us migrate AXS-One’s complex case management data containing 2,789,632 case comment threads within a four week time-frame.”

— Chris Anderson, IT Director, Unify Corporation

ORGANIZATION

Unify Corporation

INDUSTRY

Software & Programming

HEADQUARTERS

Roseville, California

SUMMARY

- Full implementation in just 1 month
- Successful, complex data migration
- Service Cloud solution with no investment in hardware or software

Challenge

Unify is an information management software company that develops, migrates and archives business applications and data. They needed expertise to migrate AXS-One’s complex case management data from RightNow to Salesforce.com prior to their RightNow license expiration – a tight schedule.

Unify contacted their Salesforce.com Senior Account Executive, Erik A. King to help identify a Salesforce.com implementation partner with RightNow experience. Erik A. King recommended West Coast Consulting Group to migrate their Case Management data to a single CRM platform – Salesforce.com.

Solution

West Coast Consulting Groups team analyzed the existing RightNow data and mapped it to Salesforce.com. They wrote an intermediary Java program that read the data from the source mySQL database and migrated it to a format that was readable by Salesforce.com. Within one month, they migrated 22,702 existing AXS-One’s customer and R&D cases including 2,789,632 case threads and 30,000+ attachments with a total size exceeding 40GB.

The migration from RightNow to Salesforce.com was 100% accurate and they took the system live without a glitch. Salesforce.com is now being used in all facets of the business - marketing, lead management, sales, installation, entitlement, warranty and service. Chatter keeps the entire office up to date on all projects and tasks.

Results

AXS-One, a leading provider of high performance Records Compliance Management software solutions which was acquired by Unify had all of its Case Management data migrated into a single Service Cloud Salesforce.com platform.

“West Coast Consulting has done an outstanding job, migrating our data so that we can communicate and operate 2 more efficiently, and allowing our customer service team to provide exceptional service for our combined customer base.” said Chris Anderson.