

Amsterdam, 1st July 2019

References

Since August 2018 Cloudity has been providing consultancy services for RB HygieneHome.

Until today Cloudity was responsible delivery of services supporting Salesforce ecosystem at RB HyHo that included:

- analysis of existing solutions covering legal documents approval and presentation on RB's websites (LDS) along with gathering consumer data from various sources (CDS),
- design of corresponding solutions based on Salesforce platform,
- implementation of GDPR processes,
- analysis of existing global Marketing Cloud instance and design of split up process between Health and HyHo,
- set up of Marketing Cloud instance dedicated for RB HyHo and migration from a unified instance,
- integration of Sales Cloud (CDS + LDS) and Marketing Cloud,
- implementation of middleware service pushing customer and order data from Shopify e-commerce system into Salesforce and support in integrating Hybris e-commerce solution with Salesforce,
- high level design of GDPR command center handling GDPR processes (anonymization, deletion) in external systems using Mulesoft Anypoint platform and implementation of engine sending anonymization requests to Mulesoft.
- design and implementation of APIs dedicated to import of data from external systems to Salesforce using Mulesoft Anypoint platform

I hereby confirm the proper quality of delivered services as well as the necessary knowledge and experience of consultants who led the project. I recommend Cloudity as a consultancy services provider.

Best regards,



Rafael Fante

IT Director - Digital & eCommerce Home and Hygiene