HackerOne
CUSTOMER SUCCESS STORY

Industry

HackerOne is a Cybersecurity Company located in San Francisco, CA.

Project Objective

To create a customizable quoting tool using Salesforce CPQ Plus that supports their complex product structure

BEFORE & AFTER

BEFORE: The standard functionality for approval processes in Salesforce Sales Cloud was not meeting HackerOne's needs. They wanted to be able to easily manage subscription and renewal processes. In addition, their complex products and configurations went beyond what Sales Cloud could easily manage.

AFTER: HackerOne now has a highly configured quoting solution leveraging Salesforce CPQ Plus capabilities. It allows them to easily create complex and accurate product configurations.

RESULTS

HackerOne can create complex quotes 3x faster than before and with no errors

- The quote creation process leverages options and rules to ensure accurate quotes are generated.
- The product subscription process has been optimized using automated contract and opportunity renewal.
- Changes to subscriptions are easily managed using customized amendment functionality.
- Advanced approval processes are used to provide actionable information to approvers as well as a visual representation of approval required for each quote.

Customer Quote

We are very happy that we partnered with StarrData for our CPQ implementation project. StarrData consultants proved to be best-in-class experts in CPQ functionality and implementation of best practices. Their project engagement process was very clear from beginning to end. The StarrData team was agile, effectively reacting to our mid-project requirement changes. The project was completed on time and on budget and CPQ is now the main source of truth for all our product SKUs configuration and subscriptions tracking.

Roman Malanke
Director of Sales Operations