

BVT

gets their business running on Salesforce in just four weeks with VRP Consulting QuickStart



VRP is very flexible, highly skillful, supportive all the time and made the implementation a smooth & easy to reach goal. VRP are not just consultants, they are team players.”

Vinod Kumar Ravichandran, Sales & Business Development, BVT

Results

Simplified opportunity conversion process

4 Weeks

Total Project time

100%

Adoption rate

Additional functionality delivered

The Challenge

BVT experienced a recent accelerated business growth. Their vast industry experience enabled them to gain market share and therefore increase their customer base. This rapid growth brought internal process challenges with it. Business critical customer information was being held in disparate systems, ranging from excel spreadsheets, emails and separate notes, inherently causing delays in data share amongst stakeholders as well as errors in their record keeping. They needed to deploy an agile solution in a short space of time to address this issue.

The Wish

BVT wished for a streamlined system that would unify all their data and processes. With simple to enter data from opportunities and site visits along with proper procedures in place to take opportunities to purchase, as well as tools to manage site visits. The management team also wanted automatically generated reports that would let them evaluate the effectiveness of their systems without spending valuable time filling in excel spreadsheets with diverse and inconsistent data.

The Solution

BVT discovered Salesforce Sales Cloud and the Quick Start initiative; a program to help establish a company's foundation in Salesforce with basic functionality, which can be expanded at a future stage. The Salesforce sales department recommended VRP Consulting as BVT's implementation partner to ensure their new system would fit the way they worked and meet their specific needs. This included creating an opportunity process, reports for conversion tracking, a custom visit object for on-site visit tracking and planning, as well as enabling notes and PDFs for various objects.

The Stages

As this was a QuickStart project, BVT did not want or need a long discovery process. It was more important to get their foundation in place fast. Therefore, the discovery session was completed remotely. The project was completed in four weeks (though the project lasted five weeks as one week was a public holiday). The consulting and development work was completed ahead of schedule, therefore allowing additional functionality to be set up, at no additional cost and within the same timescale.

The discovery process involved a questionnaire and a follow-up call to identify BVT's core objectives and key requirements. Once confirmed the QuickStart team commenced the design and delivery phases, which lead to a demonstration to BVT, enabling feedback and QA testing.

Although BVT was satisfied that we had fulfilled the initial scope and everything was functional, they identified several additional functionalities that would benefit their work: an additional filter logic, additional formula fields to save time on manual calculations, and an updated picklist so users can pick more than one asset.

With both initial and expanded functionality developed and tested, we conducted remote user acceptance training where the staff did not identify any issues and were happy with the system.

The Result

In a very short space of time BVT had their Salesforce foundation in place, making day to day work easier and the company overall more productive. Their opportunity capture process has been simplified and unified, which has increased their ability to analyse performance through automated report creation and distribution. The additional functionality beyond the QuickStart specification has helped save even more time in completing minor daily tasks. With this foundation in place, they are now ready to expand and add extra functionality to help continue developing their business process as they grow.

Company Profile

Based in Säfte Sweden, BVT has experts with over 30 years' experience in turbine bypass, steam conditioning, temperature control, design and manufacturing processes. BVT design all sorts of control valve systems to fulfil its customer's requirements.

PLATFORM	BUSINESS USE	LOCATION	INDUSTRY
Sales Cloud	Moving to a unified platform to deal with accelerated business growth	Sweden	Manufacturing

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