



# Product development and professional services

## THE CHALLENGE

A leading software solutions provider for non-profits was looking for a partner for their Luminate CRM product. They were also facing issues in their Salesforce implementation:

- **Limitations in the existing Apttus CPQ** - product configuration, quote creation, phased selling
- **Complex case management system** - 'Clarify' and lack of centralized communication platform
- Sales processes were not streamlined

## THE SOLUTION

Nagarro implemented and customized **LCRM for 20+ nonprofits**. We also supported on their Salesforce instance:

- **Migrated Apttus CPQ to Salesforce CPQ**, including quote generation to contract life cycle
- Implemented line level discounts, online contracts signing, reports for revenue forecasting, online order generation and processes for merger and acquisition scenarios
- Case management system was designed on Service Cloud
- Agent and client interactions were handled via **Live Agent functionality**,
- Salesforce knowledge articles to help clients in self-service without raising cases every time
- **Salesforce Chatter** was used for internal collaboration
- Streamlined sales processes and extended order and approval process for new currencies

## THE IMPACT

The solution provided the below business benefits:

- The platform caters to **1000+ users** and saved sales reps time due to **faster quote generation**
- Streamlined communications between agents and clients and improved user experience
- **Expanding sales to new countries**, while saving manual work of converting currencies



### Salesforce Products



Sales Cloud



Service Cloud



Salesforce CPQ



Integrations - EchoSign, Case Central, Cisco CTI



Deployments - Flosum