Managed services and optimizations

THE CHALLENGE

Issues faces by a healthcare and technology services provider :
- Support processes were not streamlined
- Lack of proper documentation and trainings for users
- Salesforce was not implemented as per the best practices

THE SOLUTION

Nagarro provided Salesforce managed services :
- L1, L2 and L3 support for the Salesforce application
- Conducted Salesforce Org health check
- Provided suggestions to automate quotation process, align opportunity process, reduce data duplication
- For FSL, provided relevant filters to map asset type to work orders/ service appointment

THE IMPACT

The solution provided the below business benefits :
- Resolution of customer tickets within the defined SLAs
- Provided visibility on revenue forecasting
- Reduced data redundancy and provided data rich management reporting

Salesforce Products

- Sales Cloud
- CPQ
- Service Cloud
- Integrations
- FSL
- AppExchange