



**BOLT
DATA**

CUSTOMER SUCCESS STORY



INDUSTRY

Medical Devices

CLOUDS

ServiceMax, Salesforce Classic/Lightning, JDE, MFGPRO, SAP, Jitterbit, Trackwise, Mulesoft

SERVICES

Implementation services, change management, managed services

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THE CLIENT

BD is a multinational developer, manufacturer and marketer of medical technologies in the fields of vascular, urology, oncology and surgical specialties.

THE CHALLENGE

BD's existing service processes were paper-based and manual, and they utilized their compliance management system as their installed product database. They had a need to integrate compliance with their entire depot servicing process in order to capture all facets of their equipment as it was returned to the depot and sent back to their customers.

"The Bolt Data team has consistently demonstrated a high degree of professionalism, excellent knowledge of service industry best practices, and strong Salesforce product expertise. I would recommend Bolt Data to other service organizations looking to deliver smart solutions on the Salesforce platform."

THE SOLUTION

Bolt Data built a depot model for service and repair and global processes that include onsite services. Some of the highlights include:

- Division to depot servicing process to manage warranty & service contracts, create work orders to capture concerns, manage loaner inventory, estimate service & repair costs, scan barcodes for parts to be used during repair, and return equipment to the customer.
- International business centers (IBC) to depot servicing process to create transfers between IBC & depot for servicing & returns.
- Partner Community usage that allows BD to manage complaints & partner network to manage repairs.

- JENNIFER YELLIN, SENIOR APPLICATIONS SPECIALIST