

## CHALLENGE

- Lacked operational efficiency and scalability due to manual processes and scheduling
- No visibility into workload demand and resource allocation to support installs & remote guidance
- No easy access into asset history for traceability and regulatory compliance
- Billing and invoice tracking was manual and error prone

## SOLUTION

Uptima is implementing Service Cloud and Field Service to meet Procept's requirements:

- Uptima deployed Service Cloud, Field Service Lightning, and Knowledge
- DellBoomi was used to integrate to QAD (ERP system)
- Integration to Propel (Complaint handling system on Force.com)



## CLIENT

Based in Silicon Valley, PROCEPT BioRobotics is a privately held surgical robotics company enabling better patient care by developing transformative solutions in urology.

## INDUSTRY

Healthcare  
Medical Device

## CLOUDS

Service Cloud  
Field Service  
Knowledgebase

## SERVICES

Transformation & Implementation Services

## RESULTS

Customer was contemplating if they needed an enterprise grade service solution at their size (startup)

- Uptima gained Customer trust especially around our integration abilities and ERP knowledge
- Uptima helped the project champion with the "internal sell" of the project to the executive team
- Flexible in pricing to meet the customer budget restrictions

*"Uptima is world-class, and the collective experience they bring to the table is unparalleled in my experience. Myriad experience managing implementation projects, EXTENSIVELY and CONSISTENTLY highly communicative, setting expectations early and often, treating the implementation, configuration, and ongoing project management as though it is their own business. Extremely responsive, flexible, and HONEST, a trait that is VALUED but rarely seen."*

**ERIC SCHANZ**

Sr. Manager Customer Success and Sales Support,  
Procept BioRobotics

