

CHALLENGE

- MTI has outgrown its current tools and processes used to deliver exceptional service to its clients
- As the volume overwhelms these tools capacity, MTI is forced to resolve them with more and more people, which is costly and very frustrating to the employees
- This has led to a stagnation of revenues and profits

SOLUTION

Uptima is implementing Service Cloud and Field Service to meet MTI requirements:

- Contact center including CTI integration
- Project related Work orders
- Schedule optimization including internal and external resources
- Survey Implementation with Youreka

RESULTS

Customer heavily burned due to failed prior implementation. Uptima worked hard to gain trust:

- Helped MTI understand Salesforce is the right solution
- Helped customer realize the MVP scope
- Fast turn and flexibility around for all deliverables required by customer during the sales cycle

"As a 12-year veteran here at Salesforce, I can confidently say that Uptima is one of the top partners I've ever worked with. Uptime brings experience and confidence to the table on every customer engagement. All customers love Uptima's detailed and thorough approach. My team has engaged Uptima for almost all Salesforce solution implementations. They really are partners!"

JOHN TRAGAS

VP, Commercial Sales-Manufacturing, Distribution, and Energy - West, Salesforce



CLIENT

MTI is a global leader in retail merchandising and services and a pioneer of modern display technologies. MTI is known for the quality of products and the ability to deliver success anywhere in the world.

INDUSTRY

Manufacturing
Professional Services

CLOUDS

Service Cloud
Field Service
Contractor Community
Youreka Surveys

SERVICES

Transformation & Implementation Services

