

InfluxData Expands Resources *to Help More Developers & Organizations* Build Faster on InfluxDB

CHALLENGE

InfluxData is the creator of InfluxDB, the open source time series database, on a mission to help developers and organizations store, and analyze real-time data. Empowering customers such as Cisco, IBM, PayPal, and Tesla to build transformative monitoring, analytics, and IoT applications quicker and to scale.

In the middle of trying to launch a new product line, InfluxData needed the systems and processes in place to be able to support the business for growth. As Alicia Balance, Director of Customer Success & Sales Operations worked alongside marketing leadership to discuss revenue operations strategy, it became clear that a technical and strategic expert resource was needed for support.

The team required someone that could step in as their Salesforce system administrator for daily maintenance, while helping to automate business processes, and provide best practice recommendations for continual advancement.

SOLUTION

Alicia had worked with SaaScend in the past and remembered that the team was easy to work with, collaborative, thorough in understanding business objectives, and extremely knowledgeable in giving best practice recommendations.



"When it came time to bring in a partner, it was a no-brainer for me to choose SaaScend again."

-Alicia Balance

A Partnership to Expand Resources

SaaScend came alongside the InfluxData team as their Salesforce system administrator, being a resource to execute system maintenance and solve technical complexities.

The collaboration enabled the team to focus on empowering their customers to build transformative monitoring, analytics, and IoT applications faster.

As a part of the InfluxData rev-ops strategy, the team needed a way to cross-functionally share information between Support and Commercial to streamline the professional service engagement process. SaaScend executed a data migration to centralize the information within Salesforce helping the team to have a streamlined invoice process, providing a seamless experience for their customers.

RESULT

Having an expert resource as an extension of the team, gives InfluxData the assurance and security to know that if there are technical issues that could delay operations, SaaScend has the expertise and will be there to resolve matters quickly and efficiently. With their professional service engagement process centralized in Salesforce, InfluxData now has full visibility across departments, including the work accomplished for each session, the hours for the project, and the invoicing, helping to decrease administrative tasks and reduce overhead costs.

Alicia shared that her favorite aspect of working with SaaScend is the fact that they feel like a part of her team.

InfluxData continues their partnership with SaaScend

The next initiative involves automating their deal desk process, in collaboration with Alicia and the finance team, helping InfluxData advance in the next steps of streamlining operations to reach more developers and organizations for storing and analyzing real-time data.



*“Partnering with SaaScend is like having another member on my team. It is like working with friends, no division. The team is **extremely communicative** and super **easy to work with**. They are **thought leaders** who really know what they are doing. We can **trust** them with our platform and they are really **valuable** in providing recommendations as we figure out our **roadmap** for future projects.”*

-Alicia Balance, Director of Customer Success & Sales Operations

[Contact SaaScend](#) to reach the peak of your revenue potential.