



WARPDRIVE
TECH WORKS

Customer Success Stories

Embracing innovation to drive new value for your organization

www.warpdrivetech.us



Industry: Hi-Tech



Technology for Technology Providers - Doing Digital, But Better!

This is a company that produces innovative computer networking software. The client develops and markets products for monitoring and managing voice, and video network information, with an array of tools for optimizing network use.

Solutions

- New system prioritises consultation first and then considers implementation strategies.
- Improving 'user experience' with lightning-only features for a faster, smoother journey.

Challenges

- Outdated Salesforce Classic UI with old features
- Unhappy with previous implementation partners due to lack of consultation & incorrect mapping of business with Salesforce capabilities.
- Disjointed system for customer service

Benefits/ Results

- Too early in the process to comment (our work with this client is currently at the implementation phase).