



**WARPDRIVE**  
TECH WORKS

# Customer Success Stories

Embracing innovation to drive new value for your organization

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## Industry: Real Estate



### EdTech Startup boosts productivity by 80% through workflow automation

A world-leading certification training provider and online learning portal partners with companies and individuals to address their unique needs. Their program provides training and coaching that helps industry professionals achieve their career goals.

### Solutions

- Implemented automated workflow system for on-boarding houses, owners and tenants
- Automated checklists to document status of a property during move-in and move-out processes
- Implemented complete automation of real estate services using Service Cloud, Field Service Lightning and Community Cloud
- Reached dynamic milestones for incoming tickets, with escalations to uphold SLAs.
- Extended cases through partner communities to support vendor technicians

Service Cloud



Field Service Lightning



Sales Cloud



### Challenges

- On-boarding of properties and tenants
- SLA-based customer service automation
- Complex hierarchy structure
- Tenant Contracts and agreement management
- Allocation of repair works to 3rd party vendors

### Benefits/ Results

- Optimized on-boarding process ensured better on-boarding rates and fewer drop-offs
- Faster resolution of customer issues – 60% decrease in turn around time
- Better utilization of field service team
- Service visit TAT was reduced from weeks to days with better closure rate

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### Productive Property Development - Driven by Digitization

One of Malaysia's largest property developers, the client has worked on integral community-focused projects, garnering numerous awards and further cementing their position as one of the Malaysia's top housing innovators.

### Solutions

- Custom UI components, empowering system admins to configure complex functions like rebates, discounts and point & click booking forms.
- Partner Portal: enables property agents to register & manage property bookings, view available units in a sales chart and submit bookings for approvals.
- Digital Sales Chart: Integrated with DSC to dynamically track unit availability statuses.
- Digitalised the booking process to register booking, track joint buyer info, rebates, discounts and e-signature/booking approvals.

Service  
Cloud



Sales  
Cloud



### Challenges

- Rigid CRM systems resulting in high dependency on third party vendors to map small process changes in the system.
- Convoluted view of property buyers, joint buyers and 3rd property agents, resulting in generalized marketing and sales strategies.
- Inability to track a high volume of property units for sale, resulting in booking overlaps.
- E-booking system for properties was not functioning at required level to drive qualified leads and close sales

### Benefits/ Results

- Onboarded hundreds of property units and projects on Salesforce, allowing the company to manage unit bookings seamlessly, without any overlaps.
- Reduced lead-to-booking conversion time significantly.
- Onboarded 3rd party property agents to partner community for smooth booking registration and accessible stage tracking.

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### Evolving Education with Innovative Tech

Having established their vision in Harvard Business School, this Bangalore-based K-12 EdTech company provides an intuitive school-based, learning curriculum. Highlighting the importance of fully personalized education experiences, they have partnered with 1000+ schools, 12,500+ teachers and 4,25,000+ students across the country to bring individuality back to the fore of learning.

### Solutions

- Configured the digital platform for team collaboration at ease
- The relationship between various schools, channel partners and customers was boosted and made more meaningful by enabling smoother communication
- Designed a Lightning Component for sales so that orders can be tracked easily and on-the-go
- Customized reports and dashboards were set up for each team, leading to increased team productivity and healthier staff wellbeing

Service  
Cloud



Field Service  
Lightning



Sales  
Cloud



### Challenges

- The current model was not able to measure and optimize the customer's opportunities with school and channel partners
- The current process for tracking sales and purchases made by school and channel partners was completed on excel: resulting in less accessibility and productivity
- No clear visibility in regards to the performance of the sales team

### Benefits/ Results

- The customer was able to track all the sales activities on a single, user-friendly platform
- The customer was able to collaborate with channel partners and schools more efficiently
- They were able to track their sales and purchases more diligently and apply the data to their team goals
- Sales activities increased by up to 70% in a single quarter