



## Case Management for a popular high-growth regional burger chain.

### CLIENT OVERVIEW

Growing steadily for decades, this fast food chain has over 350 locations and a loyal following of customers.

**Products:**  
Service Cloud

**Specializations:**  
Customer experience



### CHALLENGES

**Lengthy data entry period** without Case entry flexibility.

**Data model complexity** prevented future enhancements and scalability.

**Inability to view and share timely data insights** across the organization.

**Lack of formal environment management.**

### SOLUTIONS

Functional enhancements to 10+ Lightning Web Components.

Person Accounts implementation and subsequent data migration.

Developed custom solution to email Dashboards to non-Salesforce Users. Comprehensive training on Key Reports and Dashboards.

Spearheaded Sandbox Migration Strategy.

### RESULTS

Quicker call cycle time including smoother customer interaction and improved data quality.

Shorter development time for new enhancements, increased growth potential over a shorter period, and reduced data overhead.

Reduced complexity around distribution of critical data insights, minimized license cost. Enabled 360° view to for executive-level reporting.

Formal, repeatable and comprehensive development and updating process.