

Getting the Most Out of the Native CPQ Platform

SolarWinds Corporation is a leading provider of information technology infrastructure management software. The company is focused on building products that enable technology professionals, maintain high-performing and highly-available on-premises, public and private cloud and hybrid IT infrastructure.

The Challenge:

- Existing CPQ Implementation by another consultant did not allow SolarWinds to recognize the value of the native Salesforce CPQ platform
- Move from perpetual to subscription selling was not supported
- Acquired companies were difficult to merge into the highly customized system
- Renewals were being processed out of legacy system

The Solution:

- Phased approach to move towards CPQ best practices while keeping the amount of change manageable
- Phase 1: Initial acquisition merger to
 - Demonstrate native CPQ capabilities and value proposition
 - Keep the rest of the business flowing in the existing custom process
- Phase 2: Blueprint outlining phased approach for additional business units adjustments and perpetual renewal process
- Phase 3 - Business unit migrations

Benefits:

- Enable Salesforce as the single point of sales process for New Business, Amendments and Renewals
- Provide complete view into customer lifecycle
- Realize the full benefits of standard CPQ and avoid issues from SFDC scheduled releases



"I have thoroughly enjoyed my working relationship with the Cloud Giants team over the years. Our company has undertaken some rather difficult projects during our partnership and each time they manage to deliver quality work that scales with our company as we continue to grow and change."

-Paul Spencer, Salesforce team