

# Case Studies

# Leading Co-Working Service Provider in India



## Client

- The client is a leading provider of an end-to-end co-working space system that delivers the service of providing co-working spaces on a rental basis.

## Situation

- The client is a provider of commercial buildings, seminar halls, and fully furnished offices on a rental basis.
- The services provided by the client were all over India.
- Corporate executives were focused on forecasting accuracy, which required a common solution that sales representatives would use more consistently.
- Because many channel partners drive significant revenue for the client, they also wanted to better serve and monitor their partners.

## Salesforce Solution

- A single view of the customer for cross-functional reporting
- Using UI customization, we can portray the graphical representation of the project.
- Using CRM, the customer's or client's data is hosted on the cloud and kept safe and secure.
- Implemented end-to-end solution with Salesforce capabilities of Sales cloud, service cloud features, integration with payment gate, billing, provisioning and invoicing systems.

## Benefits

- Salesforce is a customer-centric platform that provides easy access, resulting in increased communication and tracking all over India.
- Executives enjoy the improved forecasting accuracy they envisioned.
- With Salesforce.com CRM, project managers enjoy ease of customization.
- 24/7 uptime and support provided by Salesforce.