Recent projects Case Study

1. **Salesforce Development and Implementation end to end Solution for a leading Internet marketing and advertising Company.**

Project length: 12 Months

Country: Switzerland

Project Overview: Simplification of actual Process (overtaking the legacy Systems limitation) introducing a single Customer-centric CRM , Improve Data Quality and avoid future duplication with automatic rules , Introduce best-practices for Lead generation and Opportunity Management , Providing Sales process automation to increase efficiency and productivity and connect the different Teams with, enhancing information sharing and collaboration .Designed, implemented and executed technical strategy migration & Campaigns using Salesforce CPQ and the integration with third parties. Configuration of CTI telephone bar in favor to centralize and unify the daily tool for end users.Implementing release management strategy according to the Salesforce & DevOps best practices with the goal to guarantee in the release using continuous integration and continuous delivery. Coordination of dry-runs, rollback & backup strategies to keep safe the main value of the company.

Modules:

>>Salesforce Basic Configuration
Roles\Profiles, Territory Management , Assignment Rules and Sharing Model
>>Data Migration to
·Lead, Account, Contact and Custom objects, Product Catalog
>>Sales Process
Telesales Processes, Contract Management. Lead Management, Account Management
>>Customer Support
Case Management with CTI Integration
>>Billing with CPQ , Opportunity, Quote, Contract, Invoice
>> Reporting – Development with Custom Report and Dashboard
>>Activity Monitoring
·Business and Technical Error/Exception management and analysis
>>User Authentication and Profiling
·Designing, developing, maintaining, and testing SalesForce.com based processes
>>Salesforce Configuration, Standard and custom objects,Implement and customisation Salesforce CPQ, Apex, Trigger, Rest API, Custom Lightning components and LWC.
>> Salesforce Configuration, API and business process development in sfdc Apex, Data Migration.Integration with AMA,WinDreams, kafka, Mashery

Programming Language/Tools used: Apex, Lightening Web Component , Aura Component, JavaScript, Web Development, Conga Composer, Lightening Flow, REST web service.

- **Project Team - 3 (2 offshore + 1 onshore)**
- **Team Size: 30 onshore + offshore**
  Resource role:
  1. Project Management - 3
  2. Release Manager -1
  3. Solution Architect – 1
  4. Business Analyst - 3
  5. Salesforce Consultant – 5
  6. Lead Salesforce Administration – 2

7. Lead Salesforce Developer – 2
8. Senior Salesforce Software Engineer – 5
9. Salesforce Engineer – 3
10. Salesforce Administrator – 5

2. **Automation business process with Salesforce Development and Implementation for Fence & Railing**
Project length: 24 Months
Country: USA

Project Overview: By utilizing our engineers' knowledge of Salesforce, marketing, and technical support, we were able to successfully bring Client into the modern digital age with an end-to-end solution. The client is a top Fence & Railing company in NY, USA , they were reaching the limits of their existing in-house CRM and our consultants have been suggested by Salesforce for their expanding business. Due to companies' heavy reliance on paper, they lacked data that could be analyzed. We have envisioned an end-to-end solution that removed double entry and would allow for a lead to go to an installation, all within one system. This system change would give to the client a plethora of data that could be reported on and given to their leadership team. The new information that they would be given would allow them to make informed decisions.

From Lead generation to Accounting management every point of business flow has been implemented in automation like Sales Management, Field Engineers Land measuring with GPS and digital drawing on salesforce Mobile/Tab app, Fields support officers scheduling and Google Map managed Support Tracking system, Digital signing for contract generation and Engineering drawing, Accounting, Human resource and payroll, Managing Large files compression and arching to Amazon Cloud S3 etc. There are 100+ API and custom applications have been developed with Apex, Visual force, Lightning Aura Component, Lightning Web Component and different API.

Modules: Sales Cloud, Service Cloud, Marketing Cloud, Pardot, Community Cloud/Partner Portal, Field Service Lightning, Accounting Seed with ERP (General Ledger, Project accounting), Operations, Human Resource, Pardot , HDIntegration, MapAnywhere, Conga Composer, DocuSign eSignature for Salesforce, Dialpad for Salesforce, .
- Develop different API Integration to AWS S3, Google Map
Programming Language/Tools used: Apex, Lightening Web Component , Aura Component, JavaScript, Web Development, Conga Composer, Lightening Flow, REST web service .

● **Project Team - 2 (1 offshore + 1 onshore)**
● **Team Size: 7 (onshore + offshore)**
Resource role:
1. Project Management - 1
2. Solution Architect – 1
3. Business Analyst - 1
4. Salesforce Consultant – 1
5. Lead Salesforce Engineer – 2
6. Salesforce Administrator – 1

3. Salesforce Sales Cloud and custom Sales Chart CRM Implementation
Project length: 9 Months
Country: Malaysia

Project Client is one of the top property developers company in Malaysia, who is committed to inventing future living that enhances quality of life.

This project has implemented in two phase Sprint 1 and Sprint 2, Sprint 1 was with Lead Management, Development of Sfdc Custom Apps for Property e-Booking, Booking form - List pricing, joint purchasers, documents upload, Discount & Rebates on Property, Property Approvals, Inventory Management, Projects, Project Sales Kit, Property Explorer, Property Units, Agent Booking Management, Booking submission and Reports & Dashboards. in this part along with implement of salesforce core sales Cloud say Lead , Opportunity , Quote, Contract and also have implemented CPQ Billing, as for automation of Complex sales management along with API integration to inhouse ERP Software.

In Sprint 2 we have developed a Sales Chart creation tool with Modern Javascript Framework AngularJS , Laravel API , and Postgres as of Database which was integrated with Salesforce APEX and Lightning Web Component (LWC) , Customer Portal as a community cloud.

A Sales Chart is a custom-built screen to visualize the number of units under a phase/tower of a property. It displays key information such as units & their availability status. The Sales team uses a sales chart when they are selling a property to the Lead. The sales chart helps Sales executives and customers to identify which units are available under a property to sell. Each block represents a unit under a phase of a property. The different colours on units represent their unit status. An added component to the sales chart that will be added in development will be the stack view at the top of the sales chart to indicate the view in which the unit has access to (eg. KLCC View, Lake View, Garden View etc). Also, each stack (a column in the sales chart) would have their unit orientation (N,S,E,W etc.) indicated at the top most of the Sales Chart.

Modules: Sales Cloud, Service Cloud, Marketing Cloud, Pardot, Community Cloud/Partner Portal, CPQ, Google Map API, GIS API
- Develop different API Integration ERP and Custom built Web portals.

Programming Language/Tools used: Apex, Lightening Web Component , Aura Component, JavaScript, Web Development , AngularJs, PHP, Laravel, Lightening Flow, REST web service, Postgres DB.

- **Project Team - 2 (1 offshore + 1 onshore)**
- **Team Size: 15 (onshore + offshore)**

Resource role:
7. Project Management - 1
8. Solution Architect – 1
9. Business Analyst - 1
10. Software Architect – 1
11. Salesforce Developer - 4
12. Salesforce Administrator – 5
13. Web Developer - 2