Conga CPQ Reconfiguration
A Major Financial Services Company Builds Out Infrastructure for CPQ Implementation

Commerce CX ™

Moody's Analytics

Moody's Corporation is a global integrated risk assessment company. The Company operates through two segments: Moody's Investors Service (MIS) and Moody's Analytics (MA). The MA segment develops a range of products and services that support the risk management activities of institutional participants in global financial markets. The MA segment consists of three lines of business, such as decision solutions, research and insights, and data and information.

Client Goals

- Get the most out of existing Conga CPQ implementations.
- Accelerate quoting and billing by automating approvals.
- Translate product and contract data into Conga CPQ and CLM.
- Improve efficiency of Conga and Salesforce implementations.

Background

Managing the digital infrastructure of one of North America's leading financial services companies is no small task. With a service base of thousands of customers and over 15,000 products and services this financial services company knew they needed a skilled hand when they decided to build out their Conga and Salesforce implementations in January 2021.

This financial services company didn't just need a quick fix; they needed a team who could not only help them build out their digital sales infrastructure, but help keep it flexible, efficient, and able to adapt to additional data when the company acquired new subsidiaries. In January, they were simply looking for someone to help them automate their Conga CPQ approval system. By April of that year, CommerceCX was in it for the long haul.

CommerceCX Comes Onboard

This financial services company delegated their CPQ upgrade to a vendor, who discovered CommerceCX during their search for Conga CPQ specialist services. The vendor and the company were impressed by CCX's combined experience with Conga and Salesforce and brought the team on to automate the company's quote and estimate approvals. When CCX finished the job in less than two months, they brought the team onto their development operations projects full-time. CCX has helped the company:

- Execute eight implementations, while coordinating with multiple other teams in the company's support system.
- Build a framework for new data conversion, letting the company easily translate legacy product and contract data to Conga CPQ and CLM.
- Optimize their Conga cart, increasing its capacity from 100 lines to 400.
- Enable automatic quote and contract renewals, preventing revenue leakage.
- Win a Best Customer award from Conga for comprehensive understanding of Conga functionality and capability.

Results

- Improved quote capacity by 400x.
- Migrated 15k data records from legacy system to Conga CPQ.
- Automated 90% of quote approvals.
- Won Best Customer Award from Conga.

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