



# Salesforce implementation and integration with SAP in Mettler Toledo

**Client:**

Mettler Toledo

**Industry:**

Healthcare

**Technology:**

Salesforce

**Country:**

EUA

## The challenge

Mettler Toledo is a market leader in industrial manufacturing equipment. It is the largest supplier of weighing instruments for use in laboratory, industrial, and food retail applications. The company also provides various analytical instruments, process analysis instruments, and end-of-line inspection systems.

The client presented us with a set of challenges that required a comprehensive solution to leverage the potential of the Salesforce platform. With a strong focus on integration, customization, task automation, and enhanced usability.

The main challenges:

- Implementation of the Salesforce platform
- Integration into their existing ecosystem
- Customization of the Salesforce Field Service
- Customization of the Salesforce mobile app
- Acceleration and automation of repetitive tasks
- Integration with SAP internal system
- Ease of use of Salesforce Dispatcher Console

## Solution overview

We began by successfully implementing the Salesforce platform, carefully configuring it to meet the client's specific requirements.

Seamless integration into their existing ecosystem was a key priority, allowing for efficient data flow, eliminating silos, and establishing a unified view of operations. We developed connectors to integrate Salesforce with other systems, including SAP, ensuring real-time information synchronization.

Recognizing the need for customization, we tailored the Salesforce Field Service module to align with the client's unique business processes. We also addressed the increasing demand for mobility by enhancing the Salesforce Field Service mobile application.

To enhance operational efficiency, we automated repetitive tasks within Salesforce using intelligent workflows, approval processes, and task assignment rules.

To improve the ease of use of the Salesforce Dispatcher Console we redesigned the console's layout, navigation, and functionalities.

Leveraging industry best practices and established integration patterns, we implemented robust integration solutions, enabling bidirectional data flow between Salesforce and SAP.

In conclusion, our comprehensive solution addressed the challenges related to Salesforce implementation, integration, customization, task automation, usability, and SAP integration.



## Accomplished results

- Modernized business processes through tailored customization of Salesforce Field Service.
- Improved operational efficiency through task automation, reducing manual effort.
- Enhanced usability of Salesforce Dispatcher Console, leading to improved productivity.
- Real-time information between Salesforce and SAP, enabling a unified view of business data
- Established a foundation for continued growth and success by leveraging the full potential of the Salesforce platform.