

Luxury Brand Service

- Billion dollar privately owned company, dozens of stores worldwide
- Managing thousands of high value client records in Salesforce
- Multiple Departments - Store Operations, Customer Support, Sales, Repair
- Web to Case
 - Multilingual Portal for prospect and customer enquiries
- Three Integrations
 - Data Warehouse - 500K synced records nightly (POS activity)
 - IBM MDM Client database (sync up to 1000 clients a day)
 - Store Operations portal for retail store fronts (SOP manuals, policies, time scheduling, HR documents)

