

State Department of Agriculture and Food

State & Local
Government
State

The client, a State Department of Agriculture and Food, oversees dozens of legislatively mandated programs that promote the healthy growth of agriculture, the conservation of natural resources, and the protection of the food supply. The client needed insight into the process of Organic Certification, as well as control of Medical Marijuana and Industrial Hemp, that its legacy systems could not provide. AST implemented a comprehensive, modern Salesforce solution to ensure the client could achieve these goals.



11 Months



United States

Software Components

Salesforce Public
Sector Foundation

Salesforce Experience
Cloud



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BUSINESS NEEDS

Greater insight into the process of Organics Certification

Better control of the Medical Marijuana and Industrial Hemp industry in the State

Improved Reporting

Streamlined Workflows

Enhanced Customer Service

Integration with Key Systems

SOLUTION & BENEFITS

Provided the Department's 1600 customers access to file new applications for certifications, renew existing certifications, and make payments online

Migrated 25,000 records to Salesforce

Integrated with:

- SSO
- Google Drive
- Chase Payments

Greatly reduced manual processes

Improved the constituent experience

Enhanced and streamlined communication

Improved executive insights with powerful reporting

PROJECT HIGHLIGHTS

Up to 50% improved processing time

Eliminated spreadsheets and mail merge processing

100% centralized data tracking

100% user adoption within the Department