

HOW TO CUSTOMIZE THE SYSTEM WELL?

thanks to Salesforce
technology

Cloudity

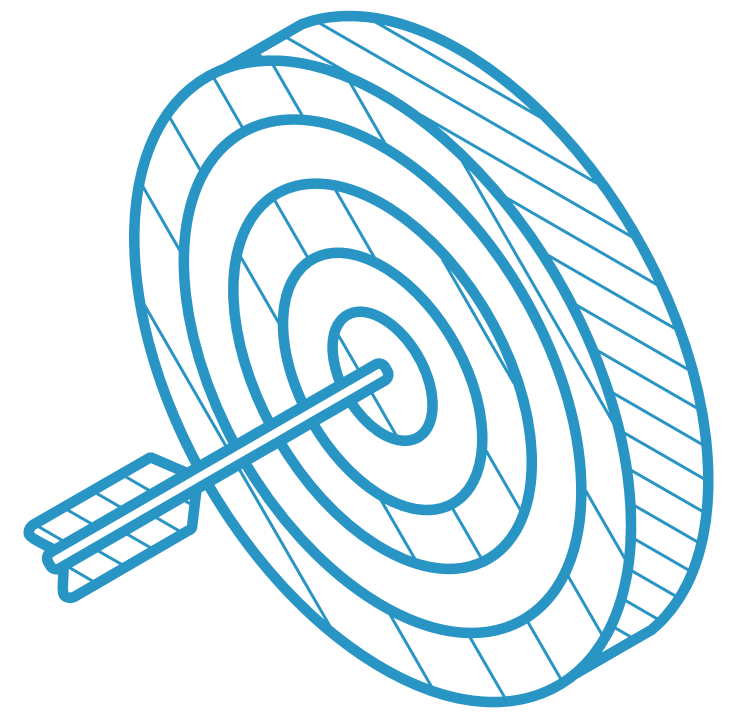


Since 1968, Delmar has been a global provider of offshore mooring services including engineering design, mooring analysis, project management, planning and procedures, operational installation and mooring equipment rental.

CHALLENGES DELMAR SYSTEMS WAS FACING IN EVERYDAY WORK:

The company had Salesforce implemented by another partner, but needed system support and development. These are some of the challenges they faced:

- # the system was not suited to the needs** of integration and handling of tasks;
- # incorrectly working flows and other automations** that often resulted in incorrect or missing data, which caused **a lack of trust in the system and did not encourage employees to use it;**
- # lack of consultant knowledge** in the company.



PROJECT SCOPE:

- # re-engineering and **customizing all Salesforce workflows;**
- # implementing **changes to PDF templates** for inspection reports;
- # **customizing and extending field service management solutions** through Service Cloud;
- # implementing **correct utilization of standard Salesforce objects**, such as Work Order and Work Order Line Items;
- # **importing data** from the Maisy system into Salesforce;
- # **regular support.**

KEY BENEFITS FOR DELMAR SYSTEMS:

- # analysis of technical processes that made equipment inspections and **inspectors' work easier and faster**;
- # **improved system transparency**;
- # **increased confidence** in the system;
- # additional **automation that made work faster and more efficient** (e.g. faster localization of measuring instruments);
- # refined Salesforce integration PDF Butler with added functionality – **improved PDF reports** with improved layouts, inspector signatures automation.



I am very happy with our project. Our communication by me making the tasks and you deliver exactly according to the task is impressive. If not possible to do according to the task, another proposal is delivered.

Stian Njøten

NDT Inspector/Supervisor
at Delmar Systems