AWT | AINTIRAM WEB TECH
We Will Grow Together

CASE STUDIES

Achieving Operational Excellence of **Global Retail Business**

**Improved Productivity
by 30%**

**Improved Data Quality
by 60%**

**Number of
Applications Reduced
from 35 to 12**

SITUATION

Our large-scale multinational client faced challenges in maintaining the consistent processes worldwide. Each region had their own system and processes to sell their products. Due to the manual operations and the different processes adopted in each region, it considerably increase the lead time of the products sold. Also, self service options opened multiple screens to enable different functionalities which was cumbersome and added confusion to customers. All this difficulties provided significant challenges for the business growth. AWT provided the solutions by harmonizing the diverse business processes.

SOLUTION OFFERED

- Single source system to sell the products from Salesforce CPQ by Region pricing model
- Efficient tracing, managing the assets and service plan through Asset 360
- Implementation of FSL to optimize and streamline field service operations
- Integrated the Salesforce with SAP ERP system to synchronize Salesforce orders and SAP sales orders.
- Our scope included Warehouse configuration, record maintenance, Inventory management and facilitating product request

BUSINESS BENEFITS

- Systems of global business is synchronized to improve business performance
- User friendly interface provides the customer satisfaction and delight.
- Fast processing with simplified operations helped to increase the sale of the products
- Integration of SAP with Salesforce helps to improve the customer relation management and provides end to end solution

TECHNOLOGY COMPONENTS

- Salesforce CPQ
- LWC and Apex
- Asset 360
- Dropbox sign
- Field service lightning(FSL)
- Outlook Integration
- Integration of SAP

Business Solution for Effective Payment Processing

Payment processing time Reduced by 50%

Improved User Experience by 70%

SITUATION

Our client had encountered challenges with payment transaction methods, particularly in granting permissions for users and synchronizing data with bank accounts and customers. Also, they faced difficulties in managing the refund process for customers and determining eligibility criteria for refunds. With the extensive knowledge of AWT, we provided the solution for the client to overcome these difficulties, ensuring smooth and fast payment process.

SOLUTION OFFERED

- Implementation of User management system for granting permission to users
- Implementation of role-based access controls (RBAC)
- Integration of the payment system with the bank's API
- Implementation of real time or scheduled data synchronization mechanisms to update the latest information
- Implementation of automated refund with the streamlined approval process.

BUSINESS BENEFITS

- Fast and Efficient Refund Process
- Enhanced Payment Options
- Role based access control ensures the restricted access of the critical data to the only required users.
- Synchronization of financial management and business operations help to take the quick decisions which helps for the growth of the company
- Compliance of security standard (AES) and fraud prevention measures

TECHNOLOGY COMPONENTS

- Salesforce CPQ
- LWC and Apex
- Asset 360
- Dropbox sign
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Better Strategic Planning through **Financial Data Integration**

Improved Data Quality by 50%

Improved Scalability

Improved Productivity by 30%

SITUATION

Our Client had multiple legacy systems to manage the financial transactions and reports. These systems were not interconnected and contained too many manual processes. These inefficiencies resulted in data synchronization issues. As a result, there was a subsequent delay in strategic decision which hampered the business growth trajectory to the greater extent. AWT studied the issues with the client and offered the solution of automating and synchronizing the financial data and reports. It supports our client to make strategic decisions.

SOLUTION OFFERED

- Financial force was integrated with Salesforce CRM
- Financial force was customized to meet the organizations specific needs
- Customized quotes has been built that provides real time data for the user based on their request.
- An application was developed to handle all the credit and debit of the customers and provide them a summary on all their transactions based on the requested date range.
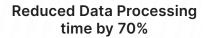
BUSINESS BENEFITS

- Multiple legacy systems are integrated
- Manual operations are eliminated which ensures operations are done quickly and without errors
- Effective reporting system is created which provides real time visibility on financial data and supports taking the quick and accurate strategic planning
- Administrative overheads are reduced due to elimination of time consumed on manual works.

TECHNOLOGY COMPONENTS

- Sales Cloud
- Financial force
- Lightning Components
- LWC and Apex

Data Handling & Integration for Enhancing Customer Satisfaction

Reduced Data Processing time by 70%

Data Storage Cost Reduced by 30%

SITUATION

Our client struggled to handle the large volume of growing data which leads to slow query response and limited scalability. Also lacked real time analytics capabilities, making it difficult to derive immediate insights on Customer information. AWT was collaborating with client, analyzed the issue, made data interpretation and provided the best solution by ensuring data security and compliance while integrating sensitive customer information from Salesforce with external data sources.

SOLUTION OFFERED

- Integration of customer ERP (Snowflake) and Salesforce (Looker Table) was done to enable bidirectional dataflow.
- Implemented real time data sync between Salesforce & Snowflake to maintain BCP.
- Defined data mappings and transformations to ensure data consistency, compatibility and real time analysis.
- Customized report and dashboards were enabled to generate the required reports on time.

BUSINESS BENEFITS

- Customer data is consolidated and available to view in the single dashboard.
- It reduces the License cost
- Providing real time data improves customer satisfaction.
- Reduced the Business Continuity Risk.
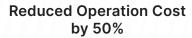
TECHNOLOGY COMPONENTS

- Snowflake
- Real time data streaming
- Looker Report
- Data Mapping & Transformation

Migration of Data for **Merging of Entities**

Reduced Operation Cost by 50%

Data Accessibility is improved

SITUATION

Our Client's Company is merged with another Company. They were in need to migrate all the data from Salesforce / External systems to Salesforce without downtime in their operations. Also, as the migration consisted of critical end user information and files, we had to ensure that data integrity and accuracy is maintained. AWT handled this requirement with 100% Client satisfaction.

SOLUTION OFFERED

- Existing data structure was assessed for data cleansing and transformation requirements
- Determined the data migration method based on volume, complexity and available tools
- Extracted the data from the source system (API),validate and converted to the suitable format
- Imported the data using API into the target organization and checked data integrity, accuracy and completeness by comprehensive testing
- Conducted UAT to verify that the migrated data meets the business objective.
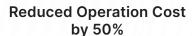
BUSINESS BENEFITS

- Operation cost of dual license is reduced to single license.
- Operation is centralized which eliminates the duplication in process
- Migration was done without downtime for the client
- Integrity, accuracy and completeness was achieved 100%

TECHNOLOGY COMPONENTS

- Informatica
- Java
- MS – SQL Server

Higher Revenue Generation and Managing Customer Relationship For **Broadcast Industry**

Reduced Operation Cost by 50%

Data Accessibility is improved

SITUATION

Our Client in broadcast industry used to manage advertisements using their Legacy system which was developed more than 20 years ago. Sales representatives found it very difficult to complete the advertisement booking, which could take up to 3 to 4 hours. This prolonged process not only hampered business sales but also possessed challenges in managing customer relationship. AWT replaced the existing system with the advanced customized application for optimum booking of the slots within 10-15 mins.

SOLUTION OFFERED

- We have developed highly advanced application which is customizable.
- Complete data model and architecture was created from scratch
- Introduced the prime-fringe ratio concept to broadcast customer ads in prime-time slot.
- Imported the data using API into the target organization and checked data integrity, accuracy and completeness by comprehensive testing
- Conducted UAT to verify that the migrated data meets the business objective.
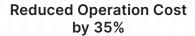
BUSINESS BENEFITS

- Sales revenue was increased as there was an effective usage of the slots
- Booking time for ads by sales representatives were reduced from hours to mins
- Sales representatives were utilized for the effective marketing as booking time was reduced considerably
- Limited number of sales representatives handled large volume of customers

TECHNOLOGY COMPONENTS

- Sales Cloud
- Apex
- Lightning Components
- LWC

Cost Effective Solution for **Storage of Files**

Reduced Operation Cost by 35%

Data Accessibility is improved

SITUATION

Our Client had the requirement to store large volume of files. This requires additional storage capacity in Salesforce for which the license cost is too high. Purchasing these license would increase the operating cost. Our Client had a request to store this large volume of files externally without the purchase of such high priced license. AWT have offered the solution to store the Salesforce files to an external storage by still having the upload and access controls within Salesforce.

SOLUTION OFFERED

- We had proposed a solution to handle the files in external storages like Amazon S3,Google drive, One drive which are comparatively low cost.
- We had built a customized application that would allow the users to upload/edit/delete/view the files within Salesforce.
- Uploaded files are securely handled in the external storage and a secured link is provided to users for handling the files.

BUSINESS BENEFITS

- Higher cost license purchase which would have increased the operation cost was avoided.
- Client is capable of storing the large volume of data with the minimal cost which in turn help for the strategic planning and execution of business
- Duplicate files are identified during upload and prevented which maintains the external storage and the respective billing cost.

TECHNOLOGY COMPONENTS

- Salesforce lightning
- Salesforce API
- Lightning Web Components
- AWS
- Apex
- Salesforce database

Achieving Service Excellence through **tracking service handling**

Productivity Improved by 25%

Effective Resource Management

SITUATION

Service handling time is the most important criteria in customer satisfaction. Increase in handling time dissatisfies the customer which in turn will affect the long-term business growth. AWT designed the software to track all the service activities. By using the software,, client was able to capture the time needed for each type of service and take the actions to reduce the service time for the repetitive failures.

SOLUTION OFFERED

- The application tracks the time taken for each stages of service process
- Multilanguage support is enabled
- User interface is fully customizable
- Application can be used for tracking of any business process like sales, service and marketing etc.
- Built Dashboards and reports to monitor the business process for taking business decisions
- Supports all kind of devices

BUSINESS BENEFITS

- Client was able to reduce the service handling time drastically.
- Client was able to prioritize the permanent actions based on frequency and impact of failure
- Improved the performance of service engineers by monitoring their activities
- Field Engineers / Technician can use the application in FSL or mobile app.

TECHNOLOGY COMPONENTS

- Salesforce lightning
- FSL
- Apex
- Lightning Web Components

Extensive Patient Care Support for Healthcare Industry through Realtime Monitoring of health

Customer Satisfaction is improved by 20%

Effective Diagnosis Through Historical Data

SITUATION

One of our Client requested to provide the solution for real time monitoring the health of the patients and provide the instant alerts at the time of detecting abnormalities. Healthcare IoT (Internet of Things) devices can provide the valuable data and insights about patient information. AWT Integrated healthcare IoT devices with Salesforce which helped healthcare organizations to streamline data collection, improve workflows, Realtime diagnosis and enhance patient engagement.

SOLUTION OFFERED

- Real time data such as patient's heart rate, breathing rate and blood pressure were captured, monitored and stored.
- Established a communication channel between the IOT devices and Salesforce.
- Customizable alerts were incorporated in the system to send instant alerts.
- Analytical reports were generated to monitor the patient's health over the time.
- Security and Privacy of data was ensured with proper controls like dataencryptions, access control and audit trials

BUSINESS BENEFITS

- This advanced patient care system increase the patient's confidence and improved success rate
- Immediate attention to patients achieved through Realtime alerts during abnormalities
- Analytical reports were very useful to monitor the health over the time and take appropriate remedial actions.

TECHNOLOGY COMPONENTS

- Salesforce
- RESTful

- Influx DB
- MQTT

- Raspberry Pi
- Python

Payment Business Solution

Improved Data Sync by

Improved Data Quality

SITUATION

Our customer had encountered challenges with payment transaction methods, particularly in granting permissions for users and synchronizing data with bank accounts and customers. Also, they faced difficulties in managing the refund process for customers and determining eligibility criteria for refund methods. With the extensive knowledge of AWT , we provided the solution for the customer to overcome the difficulties and ensuring smooth and fast payment process.

SOLUTION OFFERED

- Implementation of User management system for granting permission to users
- Implementation of role-based access controls (RBAC)
- Integration of the payment system with the bank's API
- Implementation of real time or scheduled data synchronization mechanisms to update the latest information
- Implementation of automated refund with the streamlined approval process.
- Enhanced payment options with bank's payment gateways
- Integration of Salesforce and Financial force

BUSINESS BENEFITS

- Fast and Efficient Refund Process
- Enhanced Payment Options
- Role based access control ensures the restricted Access of the critical data to the only required users.
- Synchronization of financial management and Business operations help to take the quick decisions Which in turns helps for the growth of the company
- Compliance of security standard (AES) and Prevention of fraud prevention measures

TECHNOLOGY COMPONENTS

- Sales & Experience Cloud
- Informatica

- Tailor Communications
- Miles 33

- Telcos
- Crystal Reports