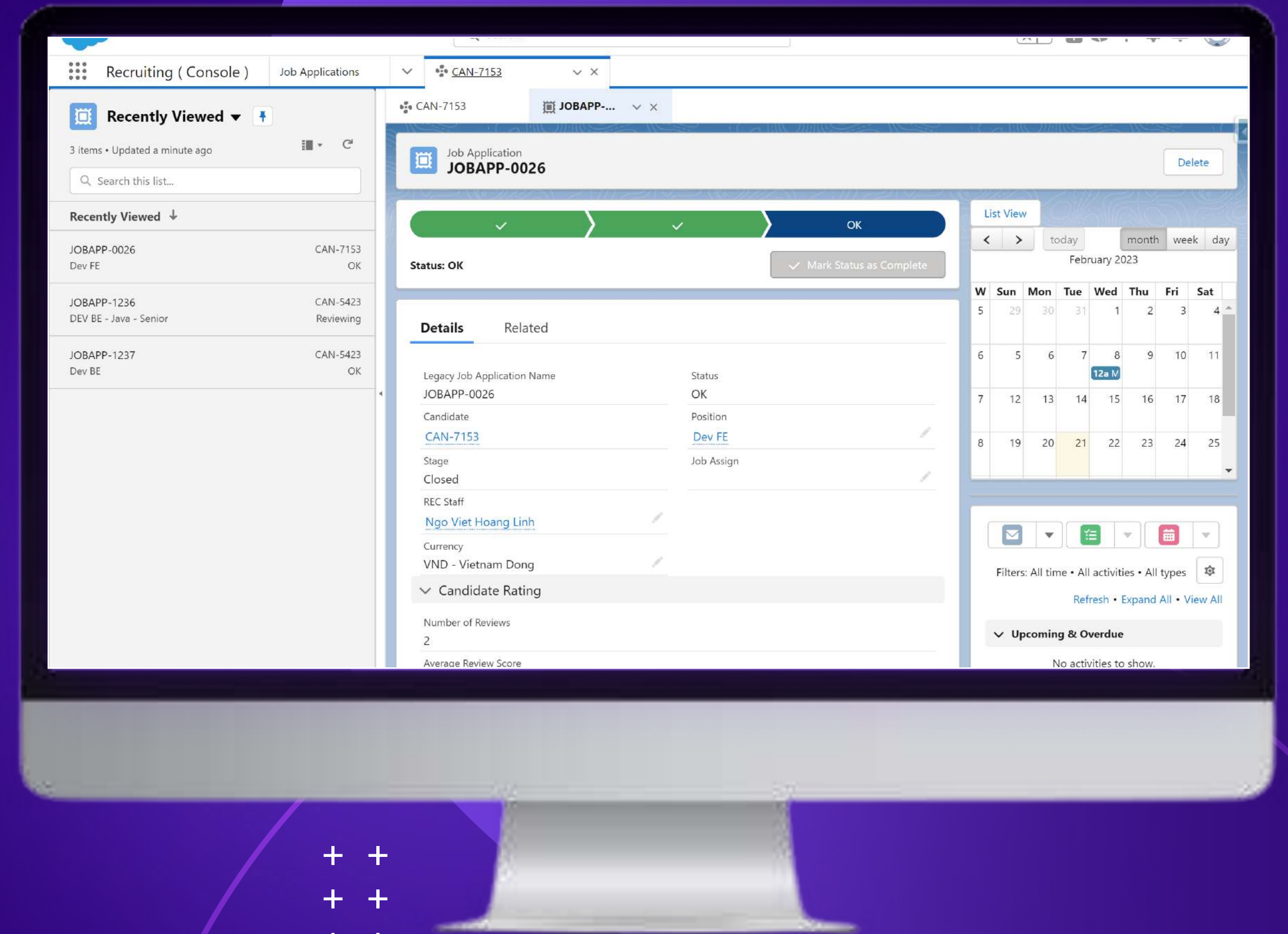# UPP

Portfolio

UPP Global Technology

Project Name

Furniture sales management system

Project Duration

5 months * 4 people

🚀 Overview

Client running businesses in furniture field would like to convert their existing system from paper to cloud and develop a sales management system for their businesses in Viet Nam. In this project, we carried out the following tasks:

- Collecting information and business flows from all relevant departments.
- Gathering reports according to the requirements of relevant department heads.
- Collecting working habits and methods of relevant departments.
- Consulting solutions to convert from excel to paper form by cloud.
- Implementing a Sales & Services system.
- Integrating available on-premium systems (Accounting, HR, etc).

Project's problems and our solutions

1. High operating costs

→ Use the solutions to minimize the number of licenses needed.

2. Each department has its own unique business processes and uses its own Excel format. Shifting from individual departmental habits to company-wide standard processes is becoming increasingly complicated over time.

→ Divide the implementation into some milestones, deploy the system partly to help employees adapt gradually, receive helpful comments and suggestions to draw experience for the next deployment.
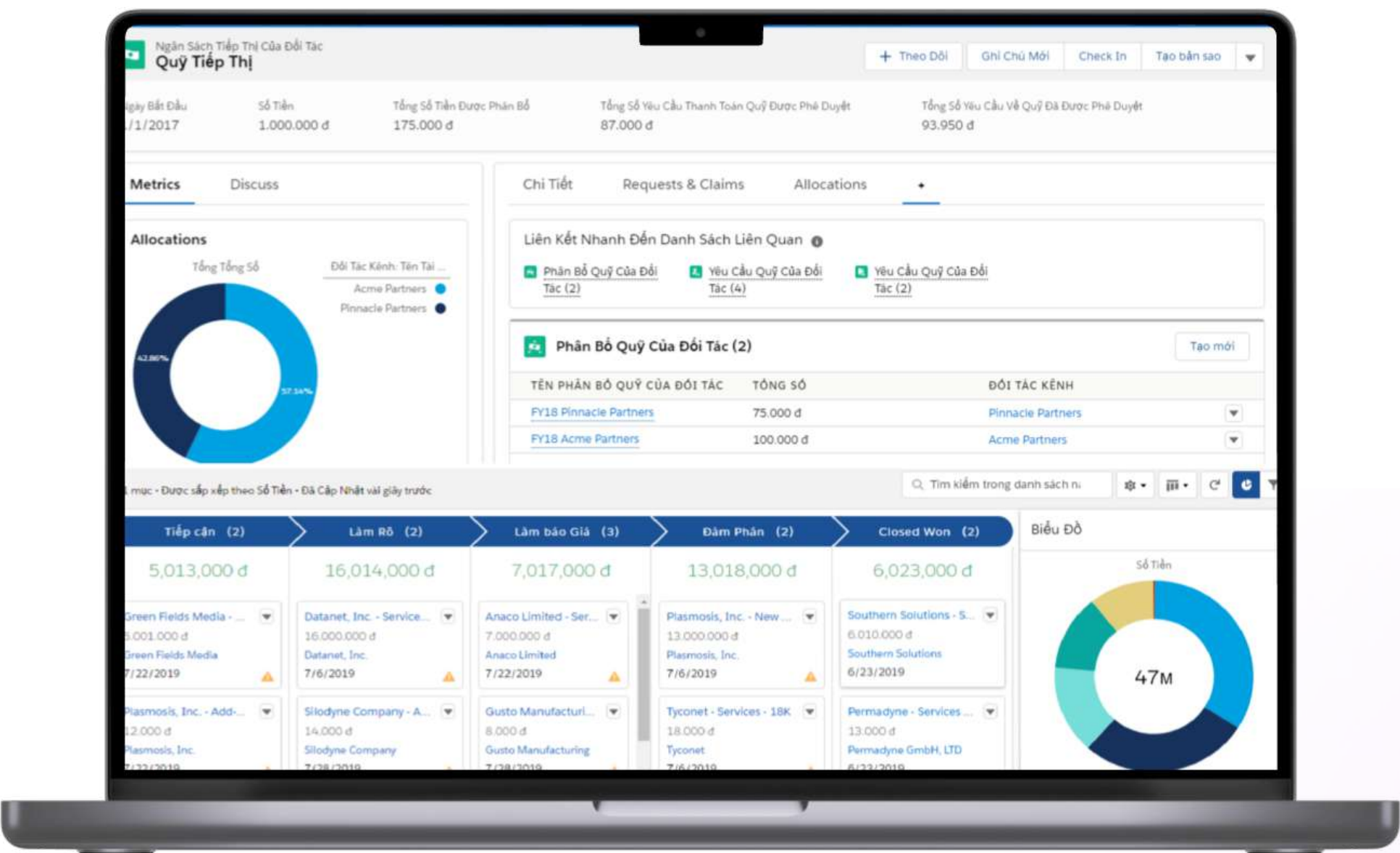
📋 Outcome

- The departments have access to the system in a short time.
- 60% reduction in operating costs.

Techstack

Sales Cloud • Services Cloud • Salesforce Platforms

Project Name

UPP internal management

Project Duration

12 months * 4 people

🚀 Overview

To apply the corporate governance system of UPP by building an enclosed system across Sales, Project Management, Human Resources, Recruitment and Asset Management through which we can optimize license usage.

🖥 Project's problems

Salesforce is not ERP.

⚙ Solutions

For each small ERP system (Asset Management, Project Management, HR ....), UPP has brought the main objects of each of these systems such as asset, project, humans,... to become customers in CRM. Utilize Salesforce's existing processes and flows to customize the system based on the specific needs of the organization.

📋 Outcome

The system is built to meet the specific needs of each system.

Techstack

`Sales Cloud` · `Services Cloud` · `Salesforce Platforms`

Project Name

Mule4

Project Duration

12 months * 4 people

🚀 Overview

The client is a famous clothing retail chain. Currently, Sales Cloud has been deployed for the showrooms of the system to support sales activities. However, due to the need to synchronize data from the old system to the new system, it is recommended to use MuleSoft to perform the data conversion from multiple data sources to Salesforce.

- Deploy data integration to Salesforce
- The system uses Oracle Database as a data warehouse
- Oracle Golden Gate collects data from the third systems to the data warehouse

🧩 Solutions

- Install Mule Runtime, ActiveMQ, WSO2 API Gateway
- Use MuleSoft API to transfer data from Oracle Database -> Salesforce CRM.
- Write data query on Data Warehouse
- Setup Connected App, User Authorization
- Deploy Mule application mapping data source with Salesforce objects, sending result data API composite object
- Store Log
- When Salesforce CRM connects to the third party API, data will be retrieved from 3rd systems
- Setup Salesforce Change Data Capture
- Get information from MuleSoft
- Mapping data and sending data via API to 3rd party

✅ Outcome

Data conversion from multiple data sources to Salesforce.

Techstack

Sales Cloud • **MuleSoft 4**

Project Name
Salesforce Platform Starter Optimization

🚀 Overview

Client uses Service Cloud for their customer care system with roles divided into 3 categories:

- Agent (~ 50 people): Performs customer care tasks following the company's mission.
- POS Leader (~ 100 agencies): The agent head checks the progress of the cases involving customers from agencies under their management.
- Supervisor (10 people): Checks reports from agents on quality control and related information.

🖥️ Project's problems

It is not necessary to use a Salesforce license as the POS Leader team only views reports, pushes overdue cases, receives notifications, and informs the board of management.

🧩 Solutions

- Support in developing and deploying the aforementioned functions.
- Switch to Salesforce Platform Starter (with expense = 1/4 Salesforce license)

Project Name
**Partner Community** License Optimization

🚀 Overview

Client needs to optimize license for the Sales team.

🖥️ Project's problems

License has not been properly and optimally used in accordance with project scale.

🧩 Solutions

- Provide consultation on using **Partner Community** license (with affordable costs).
- Create a portal so that internal users can access the same functions as when using a Salesforce license.
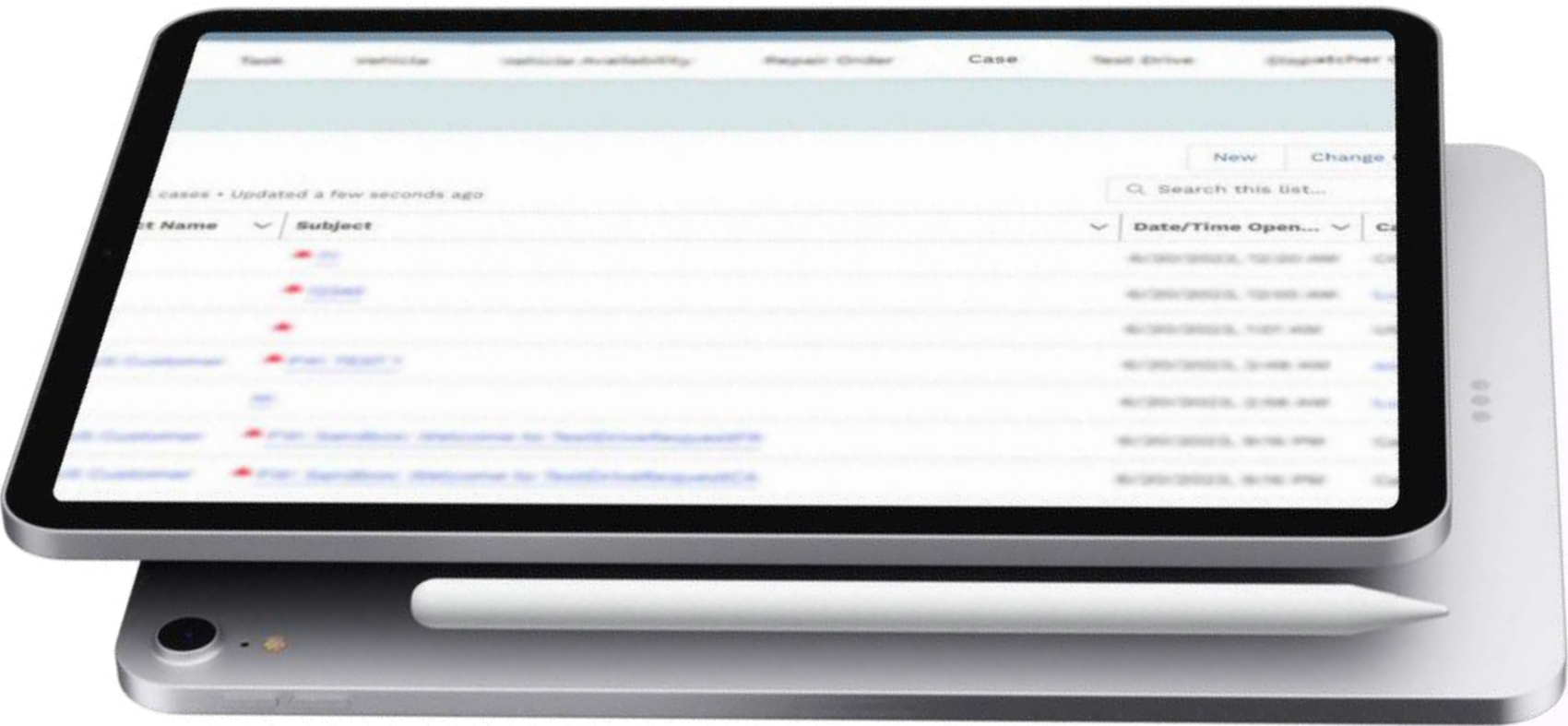
Project Name
Salesforce Limited Access Optimization

🚀 Overview

Client needs to develop features for attendance management and annual leave/ early leave/late coming requests.

🖥️ Project's problems

Client wishes to avoid any extra license costs.

🧩 Solutions

Provide consultation on using Salesforce Limited Access license, which is free-of-charge to log in rather than using Salesforce license.

Project Name

Project ZM

Project Duration

4 months * 10 people

🚀 Overview

- Client is a famous Japanese company running a chain of car auto parts stores providing car-relating luxury services and a unique range of car auto part products including tires, rims, etc.
- They have an old website system with some limitations that cannot meet the standard of a modern and updated system .
- They want to rebuild their entire website on Salesforce Commercial Cloud platform.

Techstack

Commercial Cloud

⚙️ Solutions

- Design and build a fully responsive system with a completely new interface, and the functionality to allow premium customers to make transactions.
- Recommend suitable products based on buyers' web-browsing behavior to deliver a personalized experience to buyers. Publish products & product categories to the client's website.
- Connect with third-party payment systems to create buyer convenience such as Paypay, credit cards, Rakuten...
- Integrate the product management system and order information into a unified system, provide updated information on the status of the necessary products to keep customers informed..
- Design a new architectural system for selling car auto parts products (such as tires and rims).
- Synchronizing interactions between devices for customers, specially improve synchronization of the interacts on some types of Japanese phones, which provides a convenient experience for users.
- Create new promotions to motivate customers to shop.

✅ Outcome

Successfully delivered a new and customized shopping experience.

Project Name

Commercial Cloud Project

Project Duration

6 months * 8 people

🚀 Overview

- Client is a car and motorcycle manufacturer in Vietnam with hundreds of agencies and showrooms across Vietnam.
- Client has implemented order management systems, orders, customer management systems, customer care call centers and many other systems into Salesforce platform.
- Deploying Commercial Cloud becomes indispensable in the process of systems management consolidation.

📷 Project's problems

Needs deploying Commercial Cloud.

⚙️ Solutions

- Develop more selling items (gadgets, spare parts,...).
- Connect other system by Rest API.
- Edit display and fix systems' bugs.
- Develop and connect new payment methods (Banking transfer).

✅ Outcome

Successfully designed and deployed Commercial Cloud.

Techstack

Commercial Cloud

Project Name

Salesforce Marketing Cloud

Project Duration

1 month * 3 people

🚀 Overview

- Client is a company providing entry tickets for Japanese sports tournaments.
- Project's purpose: to build a system to send SMS messages and perform email marketing to lists of people from each region in Japan who are interested in sports tournaments.
- We gave advice to the client and implemented marketing systems on the Marketing Cloud platform from Warmup IP campaigns to email marketing campaigns, catering for each specific region.
- Use MuleSoft to retrieve data from BigQuery to SFMC and return the information for data aggregation and analysis.

Solutions

- Use MuleSoft 4 to synchronize BigQuery to SFMC data and vice versa.
- Use Marketing Cloud to handle the problem of building a marketing system.
- Develop more landing pages so that buyers can register to buy tickets and ask for information.

☑ Outcome

- The system was timely deployed and successfully satisfied the client's expectations.
- Helped the client systematize marketing data and served to optimize the marketing system.

Techstack

Salesforce Marketing Cloud • **MuleSoft 4** • **BigQuery**

Thank you!

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sales@upp-technology.com

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(+84) 919 098 076

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Central Point Tower, 219 Trung Kinh Street, Yen Hoa Ward,
Cau Giay District, Hanoi, Vietnam.