Tenant 360:
A Comprehensive Solution for Enterprise Data Centers

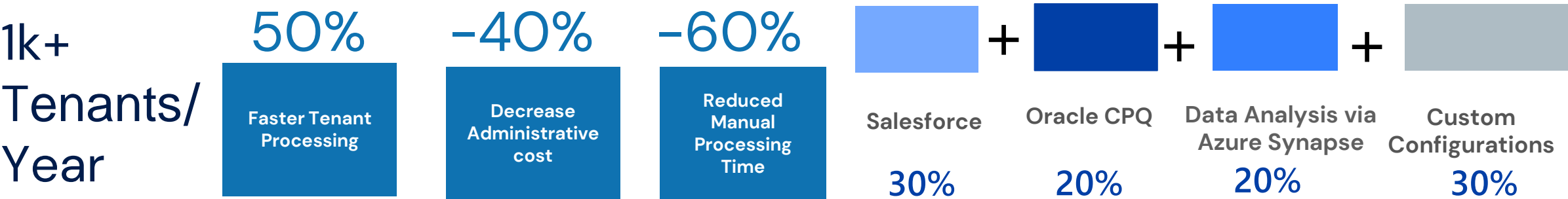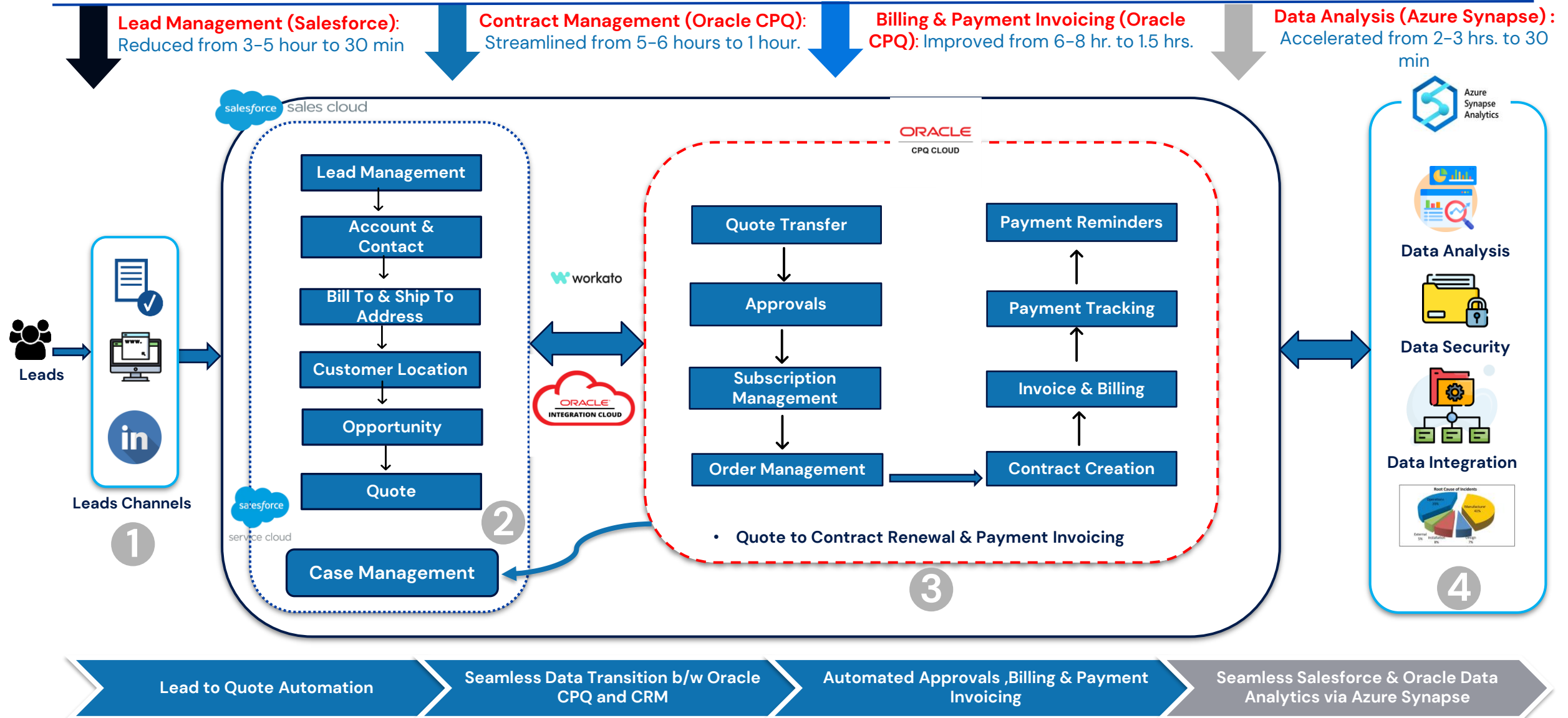Redefining Efficiency with Automation

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Case study - Smart Automation for Seamless Data Center Tenant Management

Problem Statement: Fragmented systems and manual processes create inefficiencies in data centers, slowing down tenant onboarding, billing, and data analysis. These issues extend the lead-to-quote transition to 22-24 hours(1 day), delaying up to 80% of cases and disrupting 30% even further. Streamlining these operations will reduce the transition time to 3-4 hours, improving efficiency, enhancing accuracy, and elevating the tenant experience.

Solution: Streamlined tenant management by integrating Salesforce for automated lead-to-quote transitions, Oracle CPQ for accurate quote-to-billing, Azure Synapse for unified analytics, and Salesforce Case Management for seamless issue resolution. This integrated solution reduces tenant processing time by up to 81%, enhances accuracy, and elevates tenant experiences with predictive insights and centralized tracking.

1k+
Tenants/
Year

50%
Faster Tenant Processing

-40%
Decrease Administrative cost

-60%
Reduced Manual Processing Time

Salesforce
30%

+

Oracle CPQ
20%

+

Data Analysis via Azure Synapse
20%

+

Custom Configurations
30%

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Business Process Flow – Tenant Management Transformation with Automation

Lead Management (Salesforce): Reduced from 3–5 hour to 30 min

Contract Management (Oracle CPQ): Streamlined from 5–6 hours to 1 hour.

Billing & Payment Invoicing (Oracle CPQ): Improved from 6–8 hr. to 1.5 hrs.

Data Analysis (Azure Synapse) : Accelerated from 2–3 hrs. to 30 min

Leads

Leads Channels

①

salesforce sales cloud

- Lead Management
- Account & Contact
- Bill To & Ship To Address
- Customer Location
- Opportunity
- Quote
- Case Management

salesforce service cloud

②

workato

ORACLE INTEGRATION CLOUD

ORACLE CPQ CLOUD

- Quote Transfer
- Approvals
- Subscription Management
- Order Management → Contract Creation
- Payment Reminders
- Payment Tracking
- Invoice & Billing

• **Quote to Contract Renewal & Payment Invoicing**

③

Azure Synapse Analytics

- Data Analysis
- Data Security
- Data Integration

Root Cause of Incidents

④

Lead to Quote Automation ▶ **Seamless Data Transition b/w Oracle CPQ and CRM** ▶ **Automated Approvals ,Billing & Payment Invoicing** ▶ **Seamless Salesforce & Oracle Data Analytics via Azure Synapse**

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Praval Value:

Business Benefit	Out of the box	Praval value add
• Tenant Management time is reduced from 22-24 Hours to 3–4 Hours. • Tenant management efficiency is improved by 81% through automation.	• Leads from various external sources are automatically captured by Salesforce through integrated lead channels. • Quote and case management automated in Salesforce with real-time tracking and approval workflows. **①**	• Customized Salesforce to automate lead reviews and approvals with streamlined flows, accelerating decision-making and reducing manual effort. • Automated Salesforce case management with Apex and LWC assigns cases to the relevant teams based on issues and priority, increasing efficiency by 30% **②**
• Quote generation time decreased from 3 hours to 30 minutes. • Administrative costs reduced by 40% through automated workflows.	• Oracle CPQ integration automates the quote-to-billing transition using built-in Oracle CPQ workflows and pricing rules, streamlining the process and enhancing efficiency. • Automated contract renewal notifications and processing are enabled through Oracle CPQ's renewal management functionality and workflow automation, reducing manual intervention and ensuring timely updates and improved workflow. **③**	• Oracle CPQ automation accelerates quote approvals and subscription management, cutting processing time by 50%. • Streamlined Order Management, Invoicing, and Payment Tracking reduces manual effort by 40%, increasing accuracy and operational efficiency.
• Azure Synapse integration improved data visibility and trend analysis. • Decision-making accuracy increased by 40%.	• Real-time alerts enabled through integration for tenant status updates. • Azure Synapse analytics provides real-time tenant insights and predictions.	• Customized with Azure Synapse, Salesforce APIs, Oracle CPQ, and encryption for secure data analysis and reporting. • Azure Synapse boosts predictive analytics for better tenant management. **④**

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Thank You!