



Case study

# Tesco Mobile & Methods **Delivering Customer Success Together**

salesforce





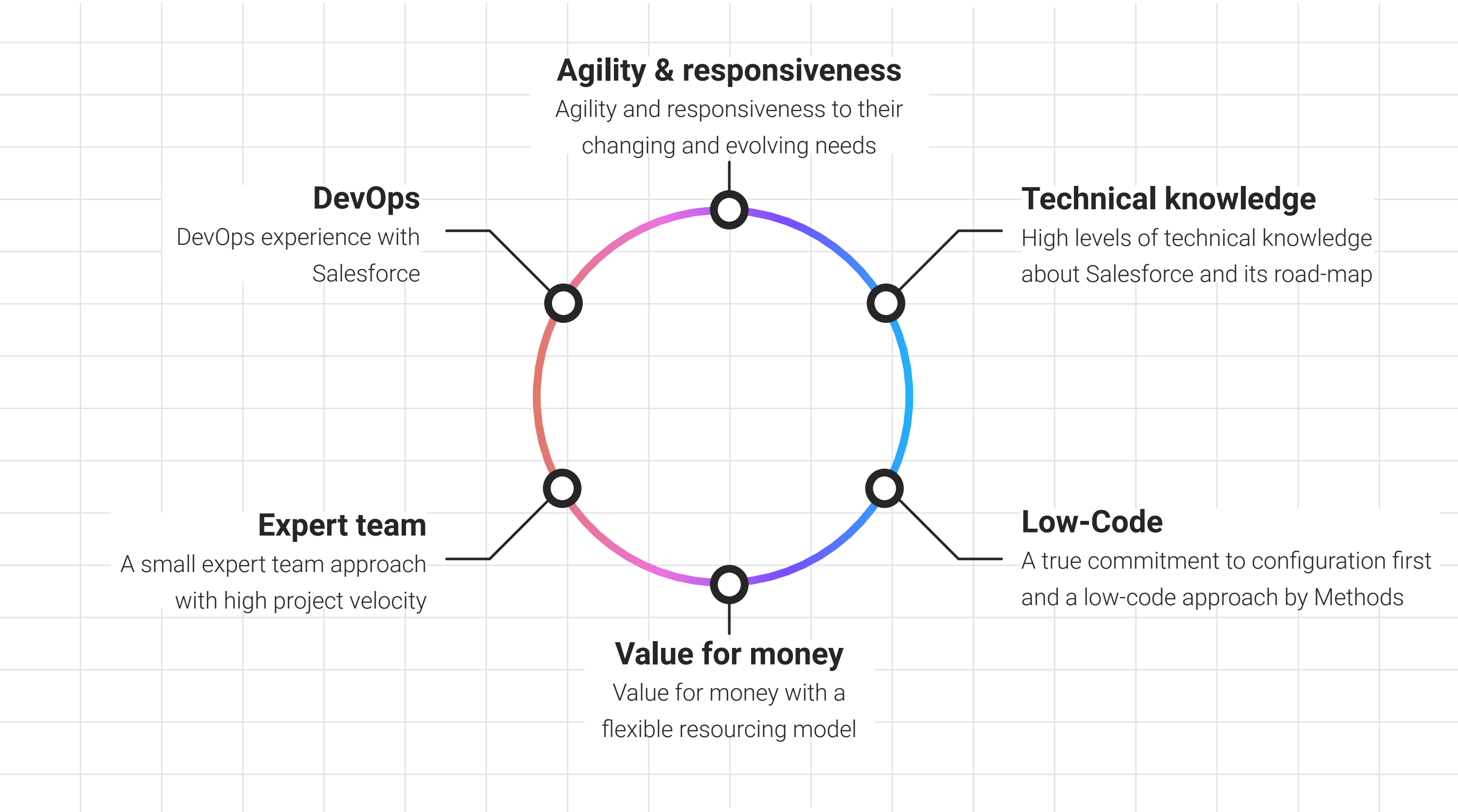
# Background

Tesco Mobile invested in Salesforce Service Cloud to be the “go-to” platform for all new developments. Given the name “Care Hub”, initially this was a Service Cloud rollout to the call centre staff in three locations, followed by the in-store Phone Shops. Care Hub is now the initial point of contact for all touchpoints with the customer.



# Methods engagement

Methods were engaged when Tesco Mobile were looking for an alternative partner for a long-term relationship based upon technical quality and project velocity. They were seeking a partner who could offer:





# Methods Approach

Given that the previous partner had worked on the project for 18 months but had not achieved deployment to live, the initial engagement was to provide a completely independent Health Check of the Care Hub environment before any further work.

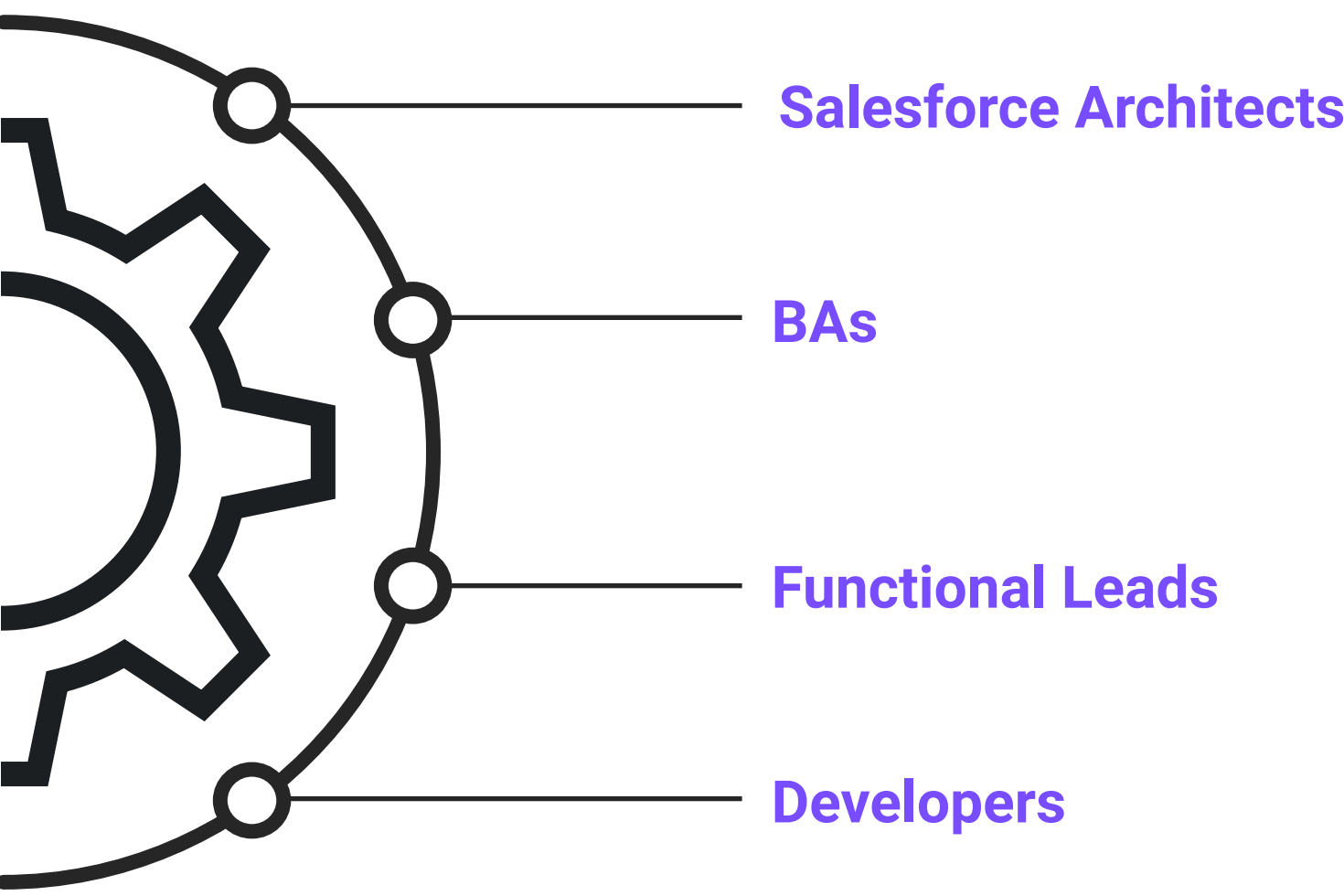
A senior Architect and Functional Lead focused on a deep dive covering architecture, security, code and process journeys, with a traffic light output report. This was followed by an initial project of corrective activities on the major “red” issues. This all had to be managed whilst the existing partner completed its last project work.

Once the project was stabilised a six-person Methods scrum was raised to work on a rolling programme of work in two-week sprints over the next 18 months. This included rectifying items that were discovered in the Health Check, and ensuring the build was ready to go into production. A number of additional requirements were completed prior to the successful go-live in the summer of 2020.

<b>Decommissioning legacy systems</b>	The “Sunrise Project” allowed the decommissioning of many legacy systems including moving subscribers to a new Online Charging system.
<b>Platform integration</b>	The “E-commerce Project” is an integration to the Adobe Magento cloud platform which manages all the products, tariffs and discounts that Tesco Mobile provide. The Salesforce solution, Care Hub, is integrated via REST APIs to surface this information to allow customer advisors to perform tariff actions.
<b>Provar automated testing</b>	Methods introduced and managed Provar automated testing, as well as providing nearshore based members of the Tesco Mobile DevOps team.
<b>IVR Project</b>	A future IVR project will expose valuable data and analytics to enhance the customer and colleague experience. The Salesforce platform will facilitate automated journeys which are exposed back into an App or the IVR

# What is the Methods difference?

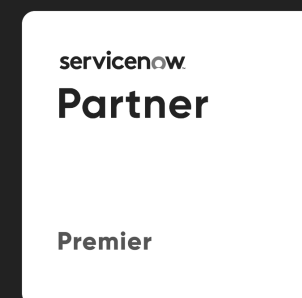
The Methods difference is based upon using highly experienced teams of experts including:



These teams are led by very experienced delivery managers who have total control of the project, and are able to respond quickly to changing circumstances and requirements. A flexible resourcing model ensures that teams can ramp and down as demand changes.

For Tesco Mobile, Methods we were able to offer the client confidence in the future of their Salesforce platform through a programme of investigation and reporting, with a stabilisation plan, prior to re-commencing development of new features. This enabled a move to the first production go-live after less than six months of stabilisation and re-development work. Working with Methods, Tesco Mobile now have the confidence to enhance Salesforce to deliver the business objectives to their internal and external customers. Salesforce, via Care Hub, is now at the operational heart of their business.

# methods



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