



Case Study

How Jade Global Streamlined Linksys Global Operations with Salesforce Implementation

This case study explores the transformative journey of Linksys, an American leader in data networking hardware, through a complex Mergers and acquisition (M&A) consolidation project. Facing the intricate task of integrating Belkin's processes and systems, Linksys embraced a strategy centered around Salesforce implementation Service and Commerce Clouds. They were looking to enhance the support and e-commerce experiences, ensuring a seamless, efficient, and unified system for all users.

Client: Linksys

Industry: High Tech (Hardware)

About the Client

Linksys is headquartered in California, USA, is a renowned name in the high-tech (hardware) industry, primarily catering to home users and small businesses. The company is celebrated for its cutting-edge, reliable, and user-friendly Wi-Fi connectivity solutions, catering to a broad spectrum of needs from personal to enterprise levels. With an impressive revenue of \$383.9M, Linksys has been a pioneer in pushing the boundaries of data networking technology, consistently focusing on innovation and customer satisfaction.

Business Requirements

Linksys partnered with Jade Global to find solutions for the following business requirements:

- Transitioning mature support processes to a platform tailored for Linksys' Support and E-commerce users.
- Migrating Service Cloud and Commerce Cloud processes and data from Belkin into Linksys Salesforce Org.
- Enhancing support and online purchasing experiences through Salesforce Implementation Service and Commerce Cloud capabilities.
- Developing a data-driven system with actionable insights for Salesforce users.

Tech Stack Implemented

- Service Cloud
- Commerce Cloud
- Custom Integrations
- Salesforce Data Migration

Solutions offered by Jade Global

Jade Global implemented the following solutions:

- Custom configuration of service processes within Linksys Salesforce Org.
- Implementation and integration of Commerce Cloud.
- Comprehensive Salesforce data migration for both Service Cloud and Commerce Cloud objects.
- Streamlining and consolidating AppExchange products.
- Development of custom SLA dashboards and integrations for enhanced monitoring and functionality.

Business Benefits Achieved

- **Unified Support**
Established a cohesive approach in support processes across the entire organization.
- **Enhanced Operational Efficiency and Effectiveness**
Significantly improved the efficiency and effectiveness of service delivery operations.
- **Increased Global Consistency and Synergy**
Fostered greater consistency and synergy in global operations, enhancing the overall customer experience.
- **Data-Driven Decision Making**
Enabled more informed decision-making through data-driven insights and analytics.

Contact us to know more about our other services →

