

# Salesforce Integration Case Study:

## Migrating from Kommo CRM & Unifying E- Commerce



# Client Insights & Obstacles

## Client Profile

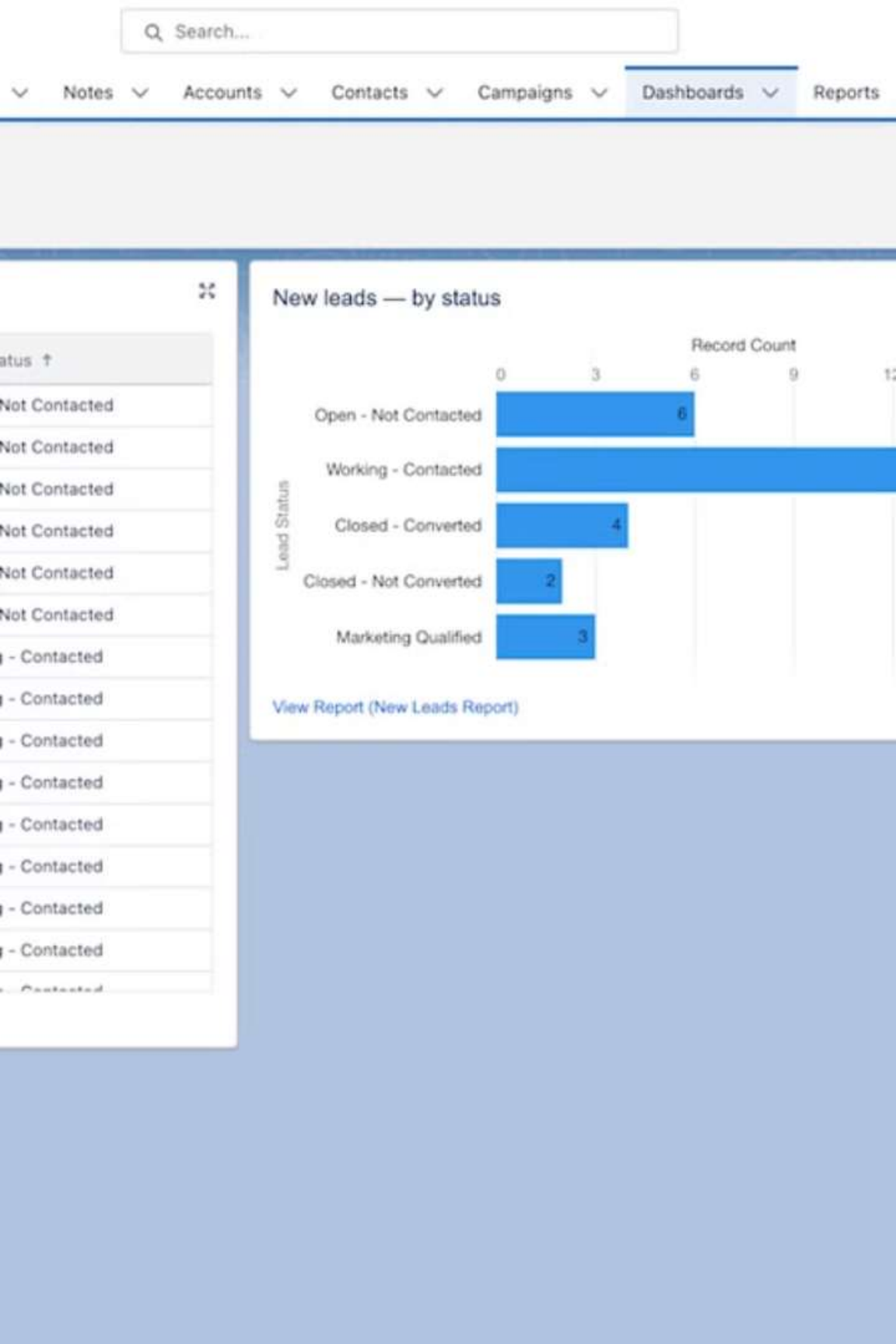
A leading e-commerce retailer needed a unified solution.

They sought to migrate from Kommo CRM to Salesforce.

Their existing systems were inefficient and fragmented.

## Our Approach to Overcoming Client Challenges

- Data Fragmentation
- Manual Inventory Management
- Lack of E-Commerce & CRM Integration
- Custom Workflows in Kommo



# Resolution Strategies

- 1 Data Migration**  
Migrated all data from Kommo to Salesforce.
- 2 E-Commerce Integration**  
Integrated with the e-commerce platform.
- 3 Inventory Sync**  
Synced warehouse inventory in real-time.
- 4 Workflow Replication**  
Optimized workflows using Salesforce Flow.

We developed real-time dashboards for sales and inventory insights. Comprehensive training ensured seamless adoption.



# 100% Data Migration Success



Complete Data Transfer



Cloud Integration



Secure Records

All records, workflows, and automations were preserved. We ensured no data loss during the migration.



SETLERZ

## Signups past 4 weeks by...

### Position

Marketing comms	300
Product management	280
Leadership	220
Engineering	180

### Size

1-10 employees	400
11-25 employees	350
26-50 employees	325
51-200 employees	300

### Industry

Education	80
Other	75
Software	70
IT	60

## Net MRR churn rate



## New business MRR

# Quantifiable Results

50%

Faster Order Processing

40%

Faster Customer Response

Real-time customer and sales data greatly improved efficiency. Centralized data enhanced service speed.



# Future-Proofed System

1

## Scalability

Designed to grow with your business needs.

2

## Integrations

Easily connect with other systems.

3

## Innovation

Stay ahead with cutting-edge technology.

The new system is scalable for future growth and integrations. This Salesforce transformation offers long-term va



