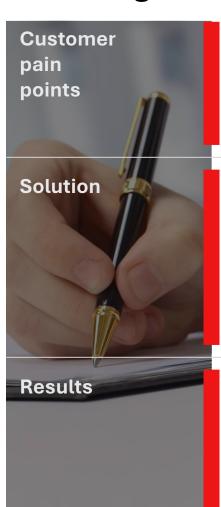
## Case Study: Enabling Global Support & Driving Efficiency with a Scalable Managed Services Model for Food Ingredients Business



- **Fragmented Support**: 700+ global users across multiple regions struggling with inconsistent support for Salesforce
- Low Adoption: Inconsistent user adoption of Salesforce due to lack of structured global support model leading to delayed resolutions and low confidence
- No Standardized Processes: Absence of a unified ITSM framework caused delays in issue resolution
- **Limited Visibility:** No real-time reporting or dashboards to track support performance or adoption trends
- Dedicated Global Support Team:
  - ☐ Established Multi-tier support (L1, L2, L3) with 24x5 coverage across geographies.
  - ☐ Expert-managed team deployed to provide continuous Salesforce support and enhancement services.
- ITSM Implementation :
  - ☐ Full integration with **ServiceNow** for ticketing, issue tracking, and SLA-based workflows.
  - $\hfill \square$  Integration with  $\hfill \hfill \hfill$
- Adoption-Driven Enhancements:
  - ☐ Proactive enhancements to improve usability and adoption
  - $\hfill \square$  Regular training and knowledge-sharing sessions
- Executive Dashboards:
  - ☐ Custom **Power BI/Tableau dashboards** for real-time monitoring of SLA compliance, ticket resolution, and adoption metrics



Increase in user adoption within the first 3 months

99.9%

Uptime for all Salesforce Applications

2K+

Tickets managed following 99.9% response and resolution rate



**24x5** Tiered Global Support for **700+** users across operations

Integrated ITSM Stack using
ServiceNow and Jira for seamless
support and enhancement tracking

Robust Reporting Mechanism for adoption trends, SLAs, and stakeholder insights

**User Enablement & Advisory** to sustain and grow **Salesforce platform** usage across business units