

Salesforce Service Cloud

Manufacturing

Challenge

A leading consumer products company required a trusted Salesforce partner with onshore/offshore support to provide cost-effective coverage for ongoing enhancements in Service Cloud and Communities. The business sought stability, scalability, and faster delivery of new capabilities to improve operational efficiency and support growth.

Solution

TEKsystems Global Services partnered with the customer to:

- Build an 8-member offshore team with onshore architect and business analyst support.
- Integrate the team into the company's Salesforce program, scaling the model over two years to add capacity and expertise.
- Support ongoing enhancements and new Service Cloud and Communities initiatives.
- Deliver enhancements through a time and materials model, leveraging offshore delivery and onshore expertise for architecture and business analysis.

Results

- Converted attachments to files and ran a Salesforce Health Check, improving storage use and performance by 20%.
- Delivered a multi-company installer strategy, expanding Salesforce adoption across multiple brands.
- Merged over 5,000 duplicate accounts and revamped territory management to reduce assignment errors.
- Re-architected Apex code into layers, boosting maintainability by 40% and achieving 100% deployment success.

Reduced manual work by more than 50%

through Flow Orchestration automation.