Case Study | Software as a Service Company

Industry: Software
Location: Silicon Valley, CA
Project: Salesforce Service Cloud Implementation with Customer Portal and integration to NetSuite Open Air

Company Overview
A fast growing, web-based, software company headquartered in Santa Clara, CA provides a completely automated, modern, and integrated suite of applications designed to optimize legal processes, reduce costs, and increase productivity.

The Problem
This software as a service company is rapidly growing and **outgrew the service software they had been using** and were looking to move to Salesforce. Members of this company had been using Salesforce lightly, and when the time came to switch, they decided that they should implement Salesforce across their entire company.

This company wanted to implement the Salesforce Service Cloud and integrate it with NetSuite Open Air for the management of professional services delivery.

How We Helped
StarrData was introduced through Salesforce, and began the implementation process by hosting a series of discovery conversations which allowed StarrData to fully understand their client's needs. StarrData then implemented the Service Cloud and Customer Portal, created a Salesforce knowledge base, and integrated it with NetSuite Open Air. As part of implementing Salesforce, StarrData also provided best practice recommendations and training to the company's Salesforce users.

The entire project was done *virtually* via the internet, GoToMeeting, and the telephone, therefore keeping costs down and saving much time and resources in the process.

Results
- Helped a growing company become **organized throughout the organization**.
- This company is now able to view all their **sales and service information in one place**.
- Salesforce has **helped their business** by implementing their **case management system**.
- **Users are happy with Salesforce** and they are **actively using it**.

Want to see these kinds of results for yourself? Give us a call today at 888-391-4493 x103.

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