



CUSTOMER SUCCESS STORY



MuleSoft

MuleSoft is a SaaS data integration platform that interweaves and orchestrates the relationship between apps, data, and devices within an enterprise-level API solution. With the Anypoint Platform, powered by the Mule Runtime Engine, MuleSoft is used by over 1,750,000 software experts and has attracted big industry names such as MasterCard, Unilever, and Tesla.

Headquarters San Francisco, CA

Website <https://www.mulesoft.com/>

Industry SaaS

Simplus Services



Implementation Services



Advisory Services



Custom Configuration



Change Management



Managed Services

Salesforce Clouds



Salesforce CPQ



Service Cloud



Salesforce Billing



Sales Cloud



Pardot



Community Cloud

The Challenge

MuleSoft faced these two main challenges:

Approval Hierarchy

MuleSoft had a highly complex approval process for orders. The approval process was based on multiple conditions, project type, legal parameters, and routing.

Complex Rules and Restrictions

MuleSoft needed additional understanding to deploy effective rules and restrictions to drive residual business value.

The Solution

Platinum Support Products

Due to the complexity of MuleSoft's approval hierarchy, Simplus built a Visualforce page to contain approval outlets. Simplus then built 45 advanced approval rules and 15 Platinum Support Product rules, both of which require custom construction so as to not appear a part of the natural Salesforce record. This build was consolidated into 12 easy-to-understand approval milestones within the Visualforce page.

The Results

Successful Approvals

MuleSoft saw a significant increase in the number of successful approvals—every approval received was delivered to the right person at any given time.

Streamlined Processes

The support made the approval process much more efficient. A manager can pick up the phone, have all of the applicable data in front of them instantly, and quickly make a decision to approve or decline a deal. From there, it automatically goes back down the approval process funnel.

Quoting

The approval process made quoting more reliable so sales reps are able to dictate the parameters of a deal while still maximizing the value of the product being sold.