

**CS**

CASE STUDY: **E-SIGNATURE APPEXCHANGE SUPPORT FOR A LEADING E-SECURITY PROVIDER**

BACKGROUND

Our client from Canada has delivered a high quality e-security and e-signature solution for many years. At some point, our client discovered a potential in the Salesforce Platform and decided to create a product that can be easily accessible by Salesforce clients. An outcome of that was an application available via AppExchange created by one of the Salesforce Partners at that time. After that, the application had not been changed for many years because our client didn't have skills necessary to further develop the system, while their customer base kept growing.

PROBLEM

- Lack of Salesforce knowledge required to maintain the crucial product in the portfolio
- Lack of resources to fix and develop functionalities in new versions of the package
- Lack of skills to support company's customers using the AppExchange Salesforce product
- Need to create a compelling roadmap based on changes made to the product over a year and on customers' feedback and requests
- Lack of competence to interview and hire staff internally



Service
Manager



2 Salesforce
Developers



1 Solution
Architect

SOLUTION

We put together a team with three main goals to achieve. The key goal was to provide a day-to-day support to our client and their customers. That assured business continuity, secured SLA compliance and gave us time to plan the future including upgrading an existing package to the newest cutting-edge technology and security standards. Having the maintenance process and the plan for future improvements in place, with our support, our client decided to rebuild their internal Salesforce capabilities to be able to understand what the key benefits of Salesforce Platform are and how it can be used to expand their business. That included not only skills, but also a list of standards that should be followed in the future to ensure the solution is scalable, high-performing and secure.

OUTCOME

- A higher satisfaction rate of our client's customers due to professional, skilled and experienced support
- team
- Faster response to incidents – higher service quality
- Upgraded package supporting top cutting-edge security mechanisms
- A list of instructions allowing to expand an application according to best standards
- An understanding of how and what can be achieved with Salesforce and how it can impact client's business
- Flexible cooperation model where our client can use our skills and knowledge based on their priorities

