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CASE STUDY:
LEADING GLOBAL MANUFACTURING
AND NEW TECHNOLOGIES COMPANY

BACKGROUND

Our client is one of the largest companies creating and delivering cutting-edge technologies to many industries. At some point, the client decided to move from a legacy CRM solution to Salesforce. Currently, they own the largest single org implementation in the world. To maintain and develop such a complex and comprehensive solution, the company needs to involve multiple vendors from different countries.

PROBLEM

- Lack of common standards and best practices across different vendors
- Lack of a single architectural team to design and look after the quality of delivered work
- Lack of the deep understanding of the Salesforce platform
- Need to create a compelling roadmap for the future
- Growing maintenance and development costs due to the poor quality of code and solution design

| ⚙ 1 Service Manager | { } 3 Salesforce Developers | 💡 1 Lead Developer | 📝 1 Tester |

SOLUTION

TTMS approached that project with a clear vision on how to clean and upgrade the current solution to make sure its design is created according to the industry standards. The first step was to ensure that each functional area (CRM, CPQ etc.) is ledby one of our Architects and that there is a single team dealing with road-mapping and creating core for the center of excellence. Next, our team prepared and distributed a set of documents regarding coding and pattern standards and started working closely with other teams to ensure the solution is implemented according to the same set of rules among all the streams.

OUTCOME

Two most important outcomes are:

• **Reducing future costs of maintenance by ensuring very high quality of the solution and reducing development effort through enforcing the list of industry standards**
• **Significantly reducing time spent on deployments and number of issues during that process**

Thanks to that day-to-day operations, the user satisfaction and adoption rate went up, while the costs of maintenance are gradually going down.