

Updating and adapting the Salesforce solution to industry standards

BACKGROUND

Our Client is one of the largest companies that creates and delivers cutting-edge technologies to a number of 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 supervise the quality of delivered work
- Lack of a 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

SOLUTION

TTMS approached the project with a clear vision on how to clean up 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 led by one of our Architects and that there is a single team dealing with road-mapping and creating a 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 streams.



**1 Service
Manager**



**1 Lead
Developer**



**3 Salesforce
Developers**



**1
Tester**

OUTCOME

Two most important outcomes are:

Reducing any future costs of maintenance by ensuring superior quality of the solution and reducing development effort through enforcing the list of industry standards

Significantly reducing the time spent on deployments and the number of issues during that process

Owing to these day-to-day operations, the user satisfaction and adoption rate increased, while the costs of maintenance are now gradually decreasing.