

BUSINESS ACHIEVES BETTER COLLABORATION WITH COMMUNITIES USING SALESFORCE

QUICK FACTS

Client

The biggest alloy wheels manufacturing company in the USA

Products

Designer, manufacturer and distributor of branded wheels, performance tires, and automobile & racing accessories

Network

Footprint in over 30 countries and a network of over 25k dealers.

THE CHALLENGE

The client did not have a CRM and were relying on manual processes and SAP ECC. However, as the business expanded globally, their existing processes were unable to meet the demands. The business needed a robust sales automation system to serve increasing customers in USA, Canada and Australia.

THE SOLUTION

Nsight's team of experts designed and delivered Communities on Salesforce for their customer stores so that users can collaborate with each other using Salesforce Chatter.

The team created different views for Store Managers & End users who can easily access cases and transportation information through salesforce communities.

We implemented integration services among different systems (such as orders and financial information) from salesforce to external systems.



BUSINESS BENEFITS

- Increased customer satisfaction.
- Faster resolution to customer issues.
- Reduced manual effort due to custom integration with Order Management Systems and Finance Systems.
- Reduction in errors attributed to process automation with integration.

ABOUT NSIGHT

Nsight helps organizations orchestrate their digital transformation around business solutions in Customer Engagement, User Experience, ERP, IoT, Analytics, Security and AI & ML. Our strong partnerships with SAP,[™] Oracle,[™] AWS,[™] Salesforce[™] and Microsoft[™] help us stay up to speed with the most recent innovations and technologies and provide a wide spectrum of system integration services.

In today's digital age, we are the perfect partner you can count on as we recognize the digital and real-life challenges of your industry. We help you align your business in every step to give you the competitive advantage.

We support organizations of all sizes and deliver turnkey projects in crunch timelines. We discover, design, deliver, manage and continuously enrich business solutions so our clients can meet their customer's changing requirements. We offer Managed Services Packages where we provide all services and support under one umbrella with our proven Global Delivery Model.

Our experts bring in deep industry experience and we understand the marketplace you are in, your industry and the technology that can solve your current pain points and future needs. And we bring together our proficiency with bespoke regional proximity, global competencies and our trusted principles - constantly finding the right balance for each individual client.

By incorporating our best practices to ensure uncompromised quality and lower TCO with flexible engagement models, we have been successfully transforming businesses across the world for over 15 years.

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